The Village of Northfield

Telecommunications System Selection

Request for Proposals

May 29, 2015

May 29, 2015

Re: REQUEST FOR PROPOSALS for a Telecommunications System

Dear Vendors:

The Village of Northfield is currently accepting proposals for a new Telecommunications System. The Village may award the contract to a single contractor for the entire system. Specifications and RFP documents are available at The Village Hall.

Village of Northfield
361 Happ Road
Northfield, IL 60093

Proposal instructions are contained in ***Sections 3-4*** of the *Request for Proposals* (RFP) document. Please provide the requested information in the prescribed written format. Failure to comply with the prescribed format may result in disqualification.

- There is a mandatory pre-proposal vendor conference scheduled for **10:00 a.m. CST, June 5, 2015, at Village Hall 361 Happ Road, Northfield, IL 60093.** Vendors should RSVP to Thomas Weiman at tweiman@cleintfirstcg.com **Vendors are limited to three (3) attendees.**
- **Questions:** All questions must be received by **5:00 p.m. CST, June 9, 2015** Questions received after this deadline will not be accepted.
- **Proposals Due:** One (1) original, Three (3) printed copies, and one (1) electronic copy on CD/Memory Stick of your Proposal must be received no later than **10 a.m. CST, June 26, 2015.**

On June 26, 2015 at 10am, Proposals will be opened and names of all vendors who have submitted will be read. Due to the complexity of the system and proposals, pricing for the vendor proposals will not be read.

This contract is subject to the Illinois Prevailing Wage Act (820 ILCS 130/1et seq)

Thank you for your participation. We look forward to reviewing your Proposal.

Sincerely,

Steven C. Noble

Finance Director

The Village of Northfield

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1 OBJECTIVES AND PROCESS SCHEDULE

Purpose

This information was developed in a format to facilitate the preparation of responses to this *Request for Proposals (RFP)* and the subsequent evaluation of those responses.

Because there are several vendors who provide the type of system that The Village may select, it the Village's intent to meet future telecommunications needs through this competitive selection process. The requirements noted in this RFP are designed to assist in the selection of the vendor that best meets The Village's needs.

Objective

The objective of the Village of Northfield is to acquire a new telecommunications system to serve the citizens and administrative operations of The Village. The Village is seeking a state-of-the-art telecommunications system to serve their facilities.

The Village would like proposals for VoIP telephone systems. Vendors are encouraged to consider the following issues when deciding on their proposed solution:

- The existing telecommunications system currently installed is obsolete.
- Some of the existing data network infrastructure will not support a VoIP to the desktop environment as a result; we have listed the data network switching equipment needed.
- The existing cable plant is to be replaced with Category 6 cable throughout the Village Hall. Specifications for the new cable plant are included in this document. Vendors are encouraged to review the existing cable infrastructure to determine if their proposed products will operate using the existing cable.

This document contains the system specifications and the requested format for vendor proposals. If additional features or equipment are believed to be appropriate for The Village's operations, please quote them as options and include supporting justification and cost detail.

The Village reserves the right to the following:

- Accept the Proposal that is, in its judgment, the best and most favorable to the interests of The Village,
- To reject the low price Proposal,
- To accept any item of any Proposal,
- To reject any and all Proposals,
- To waive irregularities and informalities in any Proposal submitted or in the *Request for Proposals* process.

General Process and Schedule

During the selection process, The Village will review the submitted Proposals and systems. Using subsequent interviews, demonstrations, reference checks, and site visits, The Village will then pick a final preferred vendor. The Village will negotiate final pricing and terms and conditions with the preferred vendor. The following is the current estimated schedule, as defined by The Village and can be changed at its discretion:

Estimated Selection Process Step	Date(s)
Release and Issuance of the *Request for Proposals* (RFP)	**May 29, 2015**
Pre-Proposal Vendor Conference	**June 5, 2015**
Final Date for Vendors to Submit Questions	**June 9, 2015**
Date for Publishing Answers to Vendors' Questions	**June 12, 2015**
Proposals Due	**10am - June 26, 2015**
Vendor Demonstration Meetings	**Week of July 6**
Final Vendor Selection/Estimated Approval	**July 21, 2015**
Implementation Start	**August, 2015**

Table 1 – Estimated Selection Schedule

Project Background

The Village currently has 2 major locations. The Village Hall/Police Department and Fire Department/Public Works are connected via a wireless network connection owned by the Village. The existing telecommunications system is an NEC Electra system installed a number of years ago.

The Village will be installing the new system in an equipment closet shared with the data network and server equipment. The new cable plant will be installed in the Village Hall/PD terminating all voice/data cable runs on patch panels in the same equipment closet.

The Selected contractor's scope of work will include extending the existing telephone company Dmarc from the existing location to the selected IT Equipment closet.

It is The Village's intent to obtain a new telecommunications system that will continue to allow direct connectivity and enhanced communications.

The Village would like a new telecommunications system that uses VoIP technology. The Village will review proposals for both premise based equipment proposals and hosted solutions.

Any proposal for a new telecommunications system must use survivable remote technology for the telecommunications system.

2 EVALUATION CRITERIA

Evaluation Criteria

All proposals will be evaluated using the following general evaluation Criteria:

Criteria
Technical Functionality
System Cost
References & Experience
Service and Support

Table 2 – Evaluation Criteria

The evaluation process will consist of review and evaluation of proposals received by a team consisting of The Village personnel and consultants.

Project Cost will be evaluated based on initial purchase and installation price and total cost of ownership over five years.

3 PROPOSAL INSTRUCTIONS

This section outlines the information that must be included in the Proposal. Vendors should review this list to ensure that their Proposals include all requested information prior to submission.

General Proposal Instructions & Due Dates

- **Questions:** All questions should be directed to Tom Weiman using e-mail to tweiman@clientfirstcg.com no later then **5:00 p.m. CST, June 9, 2015**. Questions received after this deadline will not be accepted.

- **Answers to submitted questions** will be sent to vendors on **June 12, 2015** and will be provided to all vendors who attended the Mandatory Pre-Proposal Vendor Conference.
- **Sealed Printed Proposals Due: One (1) original, three (3) printed copies, and one (1) electronic version on a CD/Memory Stick in Word or PDF format** must be received no later than **10:00 a.m. CST, June 26, 2015** addressed to:

Steven C. Noble
Village of Northfield
361 Happ Road
Northfield, IL 60093

On June 26, 2015 at 10am, Proposals will be opened and names of all vendors who have submitted will be read. Due to the complexity of the system and proposals, pricing for the vendor proposals will not be read.

Requests for extension of the submission date will not be granted unless deemed in the best interests of The Village. Vendors submitting Proposals should allow for normal mail or delivery time to ensure timely receipt of their Proposal.

Proposal Format

Proposals should follow the *Request for Proposals* format provided in Section 4.

Please include a Table of Contents at the beginning of the Proposal clearly outlining the contents of each section.

Please provide the following sections, as a minimum:

- Understanding of Project Objectives
- Response to Telecom System Specifications
- Disclosures and Contractual Requirements
- Appendices

- All Proposals must be signed by a duly authorized official representing the vendor

Only written communication from The Village may be considered binding. The Village reserves the right to terminate the selection process at any time and to reject any or all Proposals. The contract will be awarded to the vendor whose overall Proposal best meets the requirements of The Village.

The Village shall not be liable for any pre-contract costs incurred by interested vendors participating in the selection process.

The contents of each vendor's Proposal to The Village, including technical specifications for hardware and software and software maintenance fees, shall remain valid for a minimum of 90 calendar days from the Proposal due date.

Vendors should provide copies of all sample contracts for application software and software support as well as the standard contract used by the vendors for their services. Please note that all contracts are subject to negotiation.

The Village of Northfield will require the vendor selected to agree to include the contents of this *Request for Proposals* and all representations, warranties, and commitments in the Proposal and related correspondences as contractual obligations when developing final written contracts for services, equipment, and software.

The Village may be awarding a contract to a single vendor.

4 TELECOM SYSTEM SPECIFICATIONS

Telecommunications System RFP Specifications and Proposal Requirements

This section of the RFP contains the specifications and details regarding The Village's Telecommunications system requirements.

General Instructions

Written proposals are required by The Village for a state-of-the-art telecommunications system as described in the sections below.

1. The proposal, estimated to be awarded in July 21, 2015, will be confirmed by a purchase order issued to the successful vendor.

2. The proposal will be awarded based on the overall proposal and in the best interests of The Village. Prices should be shown for each line item. The Village reserves the right to accept the Proposal that is, in its judgment, the best and most favorable to the interests of The Village, to reject the low price Proposal, to accept any item of any Proposal, to reject any and all Proposals, and to waive irregularities and informalities in any Proposal submitted or in the *Request for Proposals* process.

3. Equipment must be new and fully eligible for manufacturer's warranty. F.O.B. inside delivery, The Village of Northfield, 361 Happ Road, Northfield, IL 60093

4. Freight should be included in the unit price. Inside delivery to The Village. **Pallets must be broken down and boxes disposed of by the selected vendor.**

5. The Village must comply with the Illinois Freedom of Information Act. The Village cannot represent or guarantee that any information submitted in response to the RFP will be confidential. If The Village receives a request for any document submitted in response to the RFP, The Village's sole responsibility will be to notify respondent of a request for such document to allow the respondent to seek protection from disclosure in a court of competent jurisdiction. No documentation will be provided under FOIA until the contract has been awarded.

6. The proposal shall constitute a binding offer to sell the above-noted product(s) to The Village and may not be withdrawn once The Village has awarded the contract to the successful vendor.

1. Instructions to Proposer

1.1. General – The Village of Northfield (The Village) is seeking a state-of-the-art, highly reliable telecommunications system that will provide enhanced features and provide The Village with superior service at a reasonable cost.

Any proposal for a new telecommunications system must use survivable remote technology for all locations from the primary The Village telecommunications system.

1.2. System Proposals - Under this procurement, The Village will accept proposals for replacement equipment for the locations mentioned in this document.

1.3. Please list each location separately in your proposal showing proposed equipment and costs.

1.4. Vendors may propose Voice over Internet Protocol (VoIP) systems. The system is to provide the following high level features and applications:

1.4.1. Capable of supporting PRI and SIP services for inbound and outbound Public Switched Telephone Network (PSTN) services.

1.4.2. Capable of supporting analog PSTN services.

1.4.3. Capable of providing a single centralized voice mail system accessible to serve all users.

1.4.4. Capable of providing survivable systems to connect the 2 major locations. The systems must function as if they were one.

1.4.5. Capable of providing shared access to local inbound and outbound and long distance inbound and outbound services provided by carriers selected by The Village.

1.4.6. Over the life of the proposed system, the Village's IT environment will change and adapt to meet operational needs. While the Village currently does not use VMWare, it is possible that the Village will adopt this approach. The Village is interested in knowing whether the proposed system can be virtualized in such an environment. Please provide information regarding the proposed system regarding current or future plans to operate in a virtual environment using VMWare.

1.4.7. Vendors should assume that The Village will be upgrading the data network as part of this procurement. Vendors should assume The Village will be upgrading the cable as needed in the Village Hall and Police Department.

1.4.7.1. The Village plans to replace the existing cable in the Village Hall and Police Department.

1.4.8. Capable of providing unified messaging services.

1.4.9. Capable of providing analog telephone station, fax, modem, and overhead voice paging connectivity.

1.4.10. Capable of providing auto-attendant and dial-directory functionality for all locations.

1.4.11. Capable of providing the hardware and software tools necessary to allow effective management of all communications systems from one location.

The Village is also seeking maintenance, software assurance, software upgrades, software updates and other support services from the selected provider; however, The Village wishes to manage the day-to-day adds,

moves, and changes internally. The Village may wish to manage the system remotely, please describe how this application would work and how you would address security.

1.5. Configuration

1.5.1. This specification section provides further sizing, component, feature and function specifications necessary for the proposer to develop system pricing that must be detailed in Section 6. However, all proposers should note the following:

1.5.1.1. The component quantities detailed in Sections 2 and 3 are not necessarily the final quantities The Village will purchase. Exact quantities may increase or decrease subsequent to the release of this document.

1.5.1.2. While the pricing information provided in response to Section 6 will be used to evaluate the various proposals received, The Village will not enter into a contract for those quantities upon contract award, however the detailed component pricing must be valid for 90 days from date of the proposal. Component price decreases are acceptable, but price increases will not be allowed.

1.5.1.3. After the contract is awarded by The Village to the successful vendor, the selected vendor must conduct a thorough and complete on-site station review. This station review process performed by the selected will physically gather and identify the following:

1.5.1.3.1. The type and quantity of all telephone stations, by The Village location, to be installed for The Village users during the implementation process.

1.5.1.3.2. The telephone station programming, by user, including, but not limited to, telephone numbering, programmed features, call flow, recordings, detailed automated attendant operation, and voice mail capability.

1.5.1.3.3. Detailed voice system security plan that addresses the liabilities of the proposed system. Each system may require different protection measures; it is our expectation that the selected vendor will provide recommendations regarding protection of this system in The Village's environment.

1.5.1.3.4. The PSTN network interface information by customer location to provide for local, long distance, E911, and intra-organization calling.

1.5.1.4. The information developed through the station review process will be provided to The Village both electronically and in hard copy. The selected vendor will detail the design to The Village and gain The Village's acceptance before proceeding. Phased implementation will follow.

1.5.1.5. The Village will not be responsible for any equipment order placed by the vendor prior to the completion and acceptance of the station review process.

1.6. Intent of Request-for-Proposal

The primary intent of this document is to provide the vendor with a reference point to design a complete telecommunications system that will satisfy the objectives of The Village. The specifications provided herein are intended to facilitate the communications of the requirements of The Village and are to be considered as the minimum requirements. These system details do not relieve the vendor of any responsibility for providing a technically and operationally workable system.

1.7. Format of Response

1.7.1. The proposal should follow the same outline as this Section of the RFP. Thus, each numbered section starting at the beginning should have an appropriate response such as **"read and understood and included"** or the pertinent information requested.

1.7.2. The proposer should address each point listed in the document directly below the numbered point. In this way, The Village will be able to discuss the specific information requested and review the specific response without a cumbersome matching process. This includes all sections and points in this RFP.

1.8. Vendor Company Information

1.8.1. Please provide a description of your company background to include the following:

1.8.1.1. Company financial statements
1.8.1.2. Age of company
1.8.1.3. Length of time in the telecom industry
1.8.1.4. Company ownership
1.8.1.5. Relationship with the proposed system's manufacturer
1.8.1.6. Number of employees
1.8.1.7. Number of office locations
1.8.1.8. Address of the nearest location to The Village
1.8.1.9. Address of your local office responding to the RFP
1.8.1.10. Specific company representative assigned to be our contact, including name, address, phone, fax and email
1.8.1.11. Has your company experienced a workforce reduction in the past 5 years?

2. Carrier Services

2.1. The Village of Northfield currently uses one Primary Rate Interface (PRI) with Direct Inward Dialing for primary voice calling, with the circuit terminated at Village Hall at 361 Happ Road, Northfield.

2.2. Analog service consisting of a combination of Centrex and Measured Business lines are also used throughout the Village serving various analog applications such as fax and elevators. The Village will look to eliminate some of these lines, and to incorporate the telephone numbers into the existing DID numbering plan. Analog lines providing system backup in the event of network failure will be retained.

2.3. Proposed Carrier Services

2.3.1. The Village of Northfield will entertain proposals for either PRI or SIP (Session Initiated Protocol) service with the new system with the proposed configuration as follows

2.3.1.1. **Alternative A**: One PRI at 361 Happ Road, Northfield and one PRI at 1800 Winnetka Road, Northfield. Each PRI should be configured for 100 DID numbers.

2.3.1.1.1. Analog service pricing should be included for up to 25 lines. The Village will look for the most cost effective solution, either Centrex or POTS.

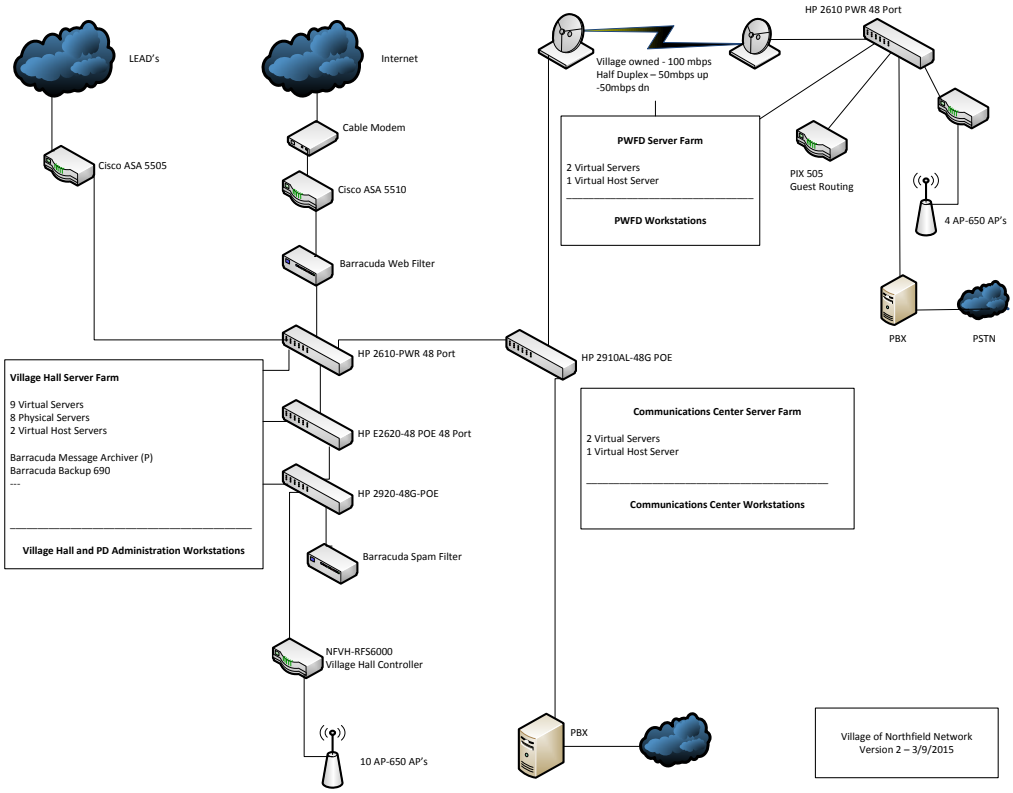
2.3.1.2. **Alternative B**: One 5Mb SIP circuit at 361 Happ Road, Northfield and one 5Mb SIP circuit at 1800 Winnetka Road, Northfield. Each SIP circuit should be configured to carry 20 concurrent calls at G.729.

2.3.1.2.1. Analog service pricing should be included for up to 25 lines. The Village will look for the most cost effective solution, either Centrex or POTS.

3. Data Network Requirements

3.1. Overview

The Village of Northfield wishes to implement a VoIP system and data network. Following is the current and proposed network arrangement:



3.2. Network Description

The successful vendor will be responsible for configuration of all replacement data networking equipment to industry standards for VoIP and the complete integration of all existing switches and routers into The Village's network.

The Village IT staff will provide the successful vendor a network design plan regarding IP addresses and subnets that will include the VoIP system.

The Village has included a table for you to use to list the proposed data network equipment and their costs. Completing this table is required for the required bill of materials.

3.3. Network Equipment - Switches

This Request for Proposals is open to Avaya, Cisco, HP, Juniper, or Brocade switch suppliers, provided that each supplier and the proposed equipment meet the qualifications outlined in this proposal. Please note that the Village is currently using HP Equipment.

All equipment should be 19" rack mountable and hardware for rack mounting should be included in the proposal where required. The proposed switches must meet the following general requirements:

3.3.1. Separate stacking cables in heights not to exceed one meter.

2.3.1.1 Resilient stacking technology preferred but not required.

3.3.2. A non-blocking architecture for the specified configuration.

3.3.3. Policy-based QoS with bandwidth management and traffic prioritization.

3.3.4. TELNET and SSH support for remote switch access and management.

3.3.5. Multicast support.

3.3.6. 802.1x edge authentication.

3.3.7. Boot P/DHCP IP address support.

3.3.8. The ability to perform access control policies for network control and security at wire speed.

3.3.9. Link aggregation capabilities and port trunking for Gigabit and 10/100/1000Mb ports.

3.3.10. IEEE 802.3af compliant to 15.4 Watts on all switch ports

3.4. Power Requirements

3.4.1. 110VAC Power Supplies

3.4.2. 110VAC, 60 Hz power supplies with standard electrical cord/plug with NEMA 5-15P or 5-20P specifications, not to exceed 20-amp rating.

3.5. Safety and Emissions Requirements

The proposed equipment must meet the following safety standards and certifications:

3.5.1. UL1950 3rd Edition, electrical safety certification

3.5.2. EN60950/IEC 950 - ITE Safety

3.5.3. CSA 950 - ITE Safety

3.5.4. Compliant with FCC Class A EMI emission standards

3.6. Interfaces

3.6.1. Auto-negotiable 1 ports in the quantity shown in the table below.

3.6.2. 802.3x flow control on all interfaces.

3.6.3. Support for 10Base-T / 100Base -TX interface modules. 1000Base-TX can also be specified, but is not required.

3.6.4. Support for 1000Base-X Gigabit interface modules with "pluggable" SFPs in the quantity shown in the table 6.3.2

3.7. Other Features - Layer 2 Features

3.7.1. Spanning Tree

3.7.2. Support for IEEE 802.1d Spanning Tree Protocol (STP).

3.7.3. Support for IEEE 802.1s Multiple Spanning Tree, or Per-VLAN Spanning Tree (PVST), when it is standardized.

3.8. VLAN Support

3.8.1. Support for a minimum of 256 IEEE 802.1q VLANs.

3.8.2. Support for port, protocol, and MAC-based VLANs.

3.9. **Link Aggregation -** Support for 802.3ad link aggregation to scale bandwidth and protect against link failure.

3.10. **Port Mirroring/Spanning** - Support for monitoring and troubleshooting of switch ports via port mirroring.

3.11. **MAC Addresses -** Support for a minimum of 1,000 MAC Addresses.

3.12. **Quality of Service (QoS)**

The proposed equipment must be capable of supporting delay-sensitive applications such as Voice over IP (VoIP) and streaming media applications. The proposed system must support the following features:

3.12.1. At least four hardware based priority queues per port.

3.12.2. Policy-based traffic classification and prioritization based on:

3.12.2.1. IEEE 802.1p – Class of Service

3.12.2.2. IP Precedence (TOS)

3.12.2.3. DiffServ – IP Type of Service

3.12.2.4. IP source/destination address or subnet

3.12.2.5. TCP/UDP port or socket number

3.12.2.6. MAC address

3.12.2.7. VLAN membership

3.12.2.8. The ability to override the incoming Layer 2 (802.1p) and Layer 3 (IP Precedence/DiffServ) values.

3.13. **Security - The proposed equipment must have the ability to:**

3.13.1. Support for Secure Shell (SSH) for secure access to the management interface.

3.13.2. Support for RADIUS and TACACS to provide authentication security.

3.14. **Device Management -** Each device shall be capable of being managed by standards based management tools over the WAN, including:

3.14.1. SNMP support

3.14.2. RMON support

3.14.3. Port mirroring.

3.15. **Standards Compliance -** Please provide a comprehensive listing of the standards with which the proposed hardware and software complies.

3.16. **Network Assumptions -** Responders to this RFP must provide specific specifications, but can assume The Village will provide:

3.16.1. Sufficient power and power outlets for all replacement equipment.

3.16.2. HVAC for all replacement equipment.

3.16.2.1. The successful vendor should plan on a four (4) hour routing, QoS and VLAN and QoS design and configuration review session with The Village and its consultants.

3.16.2.2. The successful vendor will be responsible for all VoIP related VLAN and QoS configurations on existing and replacement equipment.

3.16.2.3. The Village will provide the successful vendor with a configuration guideline for installation of new switches.

3.17. UPS Requirement

3.17.1. Please include 2 new UPS systems to be installed:

3.17.1.1. Village Hall – 15 minute operational support for All proposed hardware as part of this RFP.

3.17.1.2. Public Works – 15 minute operational support for All proposed hardware as part of this RFP.

4. Voice Requirements

4.1. System Locations – Overview - The Village is replacing its existing telephone systems at the locations detailed in Table 3.1. To address The Village's needs.

4.2. Under this procurement The Village will accept proposals for a VoIP solution from any manufacturer capable of meeting both the voice and data communications requirements detailed in this proposal.

Table – 3.1 – The Village Locations

Location	Street Address		Survivable
The Village Hall (VH)	361 Happ Road	Connected to PD	X
Police Department (PD)	350 Walnut Street	Connected to VH	
Public Works (PW)	1800 Winnetka Road	Connected to FR	X
Fire-Rescue (FR)	1800 Winnetka Road	Connected to PW	

4.3. System Configuration – Current - Voice communications services today for the facilities are primarily provided through analog and PRI service.

4.4. Redundant Operation – Please design the proposed system to provide the ability to terminate PRIs in both The Village Hall and Public Works locations. The system should be designed to provide The Village with redundant operations allowing these locations to be fail-over sites for each other.

4.5. System Configuration – Quantities for Purposes of the RFP

4.5.1. The proposed system must be configured to provide the quantities detailed in Table 3.3.1 below.

The Village's Telecommunications Requirements

	Station - Type 1	Station - Type 2	Station – Type 3	Station - Type 4	Station – Type 5	ACD Seats	PRI	Analog Trunks	Centrex Lines - Dispatch
The Village Hall – Police Department	4	16	49	2	4	2	1	5	
Public Works – Fire Rescue	2	7	25	2	2	2	1	5	
Dispatch Admin	3								8
Total	**9**	**23**	**74**	**4**	**6**	**4**	**2**	**10**	**8**

Table 3.3.1

4.6. Telephone station requirements

4.6.1. **Type 1** – A single-line analog station ports or instruments. Ports will terminate in existing Modems and Fax Machines.

4.6.1.1. The Dispatch Admin Connections are analog connections from the proposed system to the Village's Existing Positron Dispatch system. These analog connection appear as lines on the Positron touch screen.

4.6.2. **Type 2** – A minimum of 2-lines and display plus 8 programmable features, plus fixed or flexible feature keys for message retrieval, conference, forward, transfer and hold capabilities, message waiting notification, headset connectivity, a multi-line display, and a speakerphone.

4.6.3. **Type 3** – A minimum of 8-lines and display plus 8 programmable features, plus fixed or flexible feature keys for message retrieval, conference, forward, transfer and hold capabilities, message waiting notification, headset connectivity, a multi-line display, and a speakerphone.

4.6.4. **Type 4** - Side Cars – Provide Busy Lamp Field (BLF) and Direct Station Selector (DSS) functionality.

4.6.5. **Type 5** – Conference Room Station. High quality wireless speaker phone designed to provide communication services in conference rooms of various sizes throughout The Village locations. Wireless application is preferred.

4.6.5.1. The Village may decide to reuse their existing Polycom Conference Room Speakerphones. These are currently analog phones. Please indicate if they can be connected and used with the proposed system.

4.6.6. Telephone sets must be provided with a minimum of a 10/100/1000 switch port.

4.6.7. Please include Gigabit speed telephone stations in the proposal.

4.6.8. Section 6 will require pricing on all models of currently available station equipment.

4.6.9. Please provide detailed description of the digital displays included with the proposed station hardware. Specifically, we are interested in station sets that provide easily viewable displays with contrasting shades or colors for easy viewing.

4.6.10. Wireless Headset Tools – Please provide the operational details and cost for a wireless headset solution to potentially be deployed in various departments in The Village. Please describe the headset's functionality as it relates to providing the ability to answer calls, place callers on hold, and transfer calls using controls on the headset itself. Please include the cost of this item as a option.

4.6.11. Wireless Handset – The Village is interested in the potential use of telephones that can provide wireless handset mobility. Please describe the capability and whether the proposed system can provide this capability. Please include the cost of this item as an option.

4.6.12. Centrex Lines for Dispatch – Currently Dispatch has 4 centrex lines installed on the existing NEC system to provide coverage during any power outage. Dispatch also has 4 additional centrex lines installed that are terminated on the Positron system. These lines are used to transfer calls from Village Dispatch to Red Center dispatch if needed.

4.7. PSTN Trunking Requirements

4.7.1. The proposed system must allow analog lines, Centrex, PRI and SIP circuits to terminate directly into proposed equipment. The intent is to utilize PRI as the primary inbound / outbound local service facility. The quantities and locations of PRI terminations are detailed in Table 3.3.1.

4.7.2. The systems must be configured to provide analog trunking, as detailed by location in Table 3.3.1. The analog trunks will provide back-up connectivity in the event of a PRI or WAN failure.

4.7.3. The proposed systems must be able to allow for carrier fail over of the PRI and DID service to and from each location listed with a PRI.

4.7.3.1. In this way, in the event of a PRI failure at Village Hall, all DID telephone numbers will be automatically re-routed from the PRI in Village Hall to the PRI installed in Public Works and the associated calls will be routed by the system to the appropriate telephone stations in Village Hall.

4.7.3.2. In the event of a PRI failure in Public Works, all DID telephone numbers will be automatically re-routed from the PRI in Public Works to the PRI installed in Village Hall and the associated calls will be routed by the system to the appropriate telephone stations in Public Works.

4.7.4. Each location as indicated in Table 3.3.1 will have additional analog facilities to provide PSTN access in the event of a PRI, WAN, call processor, router, or any other hardware or software failure of the system. The Village is only interested in systems that can provide survivability using these lines.

4.7.5. All DSU/CSU hardware must be included under the itemized costs detailed in Section 6 of this proposal.

4.7.6. In a VoIP environment, please describe the operational impact on the attached PC if any one of the proposed telephone sets would fail.

4.7.6.1. What impact would this have on the network connection through the telephone set to a PC?

4.7.6.2. If the telephone set loses power, would there be an impact on an attached PC, given The Village's current PC environment?

4.7.6.3. After a telephone set failure, please describe the restart process of telephone set.

4.8. Required Features – The Village requires the proposed system to provide the following required features. **For each feature listed, indicate if the feature is "standard" or "optional"**. In a table, please provide a separate, detailed itemization of any feature listed as **"optional"** and the price to provide the feature. **Also, include any feature indicated as "optional" in the itemized pricing in Section 6, Table 6.1.5.** The feature descriptions are intentionally generic. If the proposed system is incapable of providing a specific functionality as described, provide a detailed explanation on any alternatives available in the proposed system to provide similar functionality.

4.8.1. Abbreviated Dial with Off-Hook Indications - Capability to have a visual indication of the off-hook condition of another station and then automatically dial that station through the depression of an associated key.

4.8.2. Account Codes

4.8.3. Attendant Camp-on

4.8.4. Attendant Console Silent button

4.8.5. Automatic Attendant Recall – Describe the options available to The Village.

4.8.6. Automatic Call Back - Describe the trunking application of this service. Will auto-callback queue for a trunk group? Must all callers accessing the trunk group be offered callback queuing?

4.8.7. Automatic Hold - On a multi-line telephone, when a called party on an active line answers a second line, the first call is put automatically put on hold without the called party depressing a hold button.

4.8.8. Automatic Route Selection (ARS)

4.8.9. **Call Accounting System and Call Detail Reporting** – Please provide a proposal for a call accounting system. Please itemize the cost of the system in the Optional Equipment table later in the RFP. Please provide the following information regarding the proposed Call Accounting System:

4.8.9.1. Describe the specific relationship with the manufacturer.

4.8.9.2. The proposed system shall enable the Village to obtain call records and report information for all system users, including those who may hot desk.

4.8.9.3. Include the cost of the recommended product in Section 6 of the detailed pricing.

4.8.9.4. Reports for the proposed call accounting system should provide the ability for The Village to obtain reports providing calling activities for all stations, allocate calling expenses to various departments, length of calls, frequency of calls to a specific number, internal station to station calling. etc. Please describe the functions of both the proposed system(s).

4.8.9.5. The proposed telecommunications system and Call Accounting System should provide the ability for The Village to obtain call accounting information for both outgoing and incoming calls. Please provide a description regarding how the system can provide this function.

4.8.9.6. The Village would also like to be able to gather information regarding internal station-to-station calling. Please describe the proposed system's capabilities to provide this capability.

4.8.9.7. Please define if the proposed system is hosted and if so the specific operation, location and method of connectivity.

4.8.9.7.1. Your description should also include any monthly costs. Please provide details.

4.8.10. Call Coverage – The Police Department records department has a unique operation for answering calls. The department has 3 stations that are located together and all ring at the same time when calls arrive. Please describe any limitations of the system to provide this feature.

4.8.10.1. Please define the number of times a specific extension can appear on phones throughout the system.

4.8.11. Call Forward-Busy

4.8.12. Call Forward-No Answer

4.8.13. Call Forward-Variable

4.8.14. Call Forward-External Telephone Number - How is this feature activated? Can a remote user deactivate the feature? Can a remote user invoke the feature? Can a remote user program a new external target? Can the system detect a busy/do not answer condition at the external target, and then route to a different, pre-defined, internal or external target?

4.8.15. Call Forward-All Calls

4.8.16. Call Hold

4.8.17. Outbound Caller ID – Please describe the proposed system's capabilities to allow The Village to define the telephone number provided when individuals place calls outside the system.

4.8.18. Incoming Caller ID – Please define the proposed system's capabilities to provide incoming caller ID.

4.8.19. Call Park – Please describe the operation of the call park function, specifically how the call park number is provided to the user, the length of

time the number remains on the screen, how the parked call recalls if unanswered, etc.

4.8.20. Call Pickup (Directed and Group)

4.8.21. Call Routing - Describe in detail the programming sequence for routing busy and unanswered calls. How many destinations or targets (i.e., if A is busy go to B, if B is busy go to C, if C is busy go to D, etc.) can be programmed for external calls? For internal calls? Can the routing be different for external and internal calls? Can different routing sequences be employed dependent on time-of-day? Day-of-week? Can a routing sequence have first an external target, and if that target is busy or does not answer, then look to an internal target?

4.8.21.1. Can routing to voicemail greetings be different for internal and external calls?

4.8.22. Call Transfer (Screened and Unscreened) - Specify any limitations on the retention of caller ID, trunk group ID, or DNIS ID information in transferring. That is, will there ever be a loss of caller identification because of multiple transfers of a single call? If so, specify the information that will be lost and after how many transfers will the loss occur.

4.8.23. Call Waiting Indication (Visual and Audible)

4.8.24. Camp-On (from Other Extensions)

4.8.25. Class of Service (COS) - The system should allow a system manager to set access privileges for each extension.

4.8.26. Conferencing - What is the total number of callers that can participate in a conference call? How many internal callers? How many external callers? Is there a limit on the number of conferences occurring simultaneously in the proposed system? If so, what is the limit?

4.8.27. Conference Bridge – Please provide a proposal for a Conference Bridge including the needed equipment and operational software to provide a conference bridge to allow 8 to 10 conference participants. Please itemize the cost of the system in the Optional Equipment table later in the RFP.

4.8.28. DNIS Compatibility

4.8.29. Distinctive Ringing – Is there a different ring tone for internal vs. external call?

4.8.30. Directory - Describe the capability of the proposed digital / IP station sets to provide a name database look-up through the display. Is there a single key depression dialing of a name appearing in the display? Is this functionality transparent between systems?

4.8.31. Do Not Disturb

4.8.32. Executive Busy Override

4.8.33. Incoming Line Identification

4.8.34. Hot Desk Operation – Allow system users to log in and log out of telephones throughout the system.

4.8.35. Paging and Intercom Operation – The system should provide the ability for The Village to define specific stations to be included in an intercom. This system should also provide the ability for The Village to perform pages

throughout the system. The page groups would be defined for each location. Please explain this operation and proposed system capabilities.

4.8.36. Last Number Redial

4.8.37. Line Privacy - When active, this feature should prevent all other parties from breaking into a call.

4.8.38. Music on Hold - Can Music-on-hold be applied on a station selective basis?

4.8.39. Mute key

4.8.40. Night Answer Mode

4.8.41. Outbound Caller ID – Ability to assign outgoing caller ID individually by station. For example, the customer service group may need to send out the main list number, while the accounting and finance groups may choose to send out their own DID number on outgoing calls.

4.8.42. Paging Access

4.8.43. Remote Diagnostics/Remote Maintenance

4.8.44. Save/Repeat Dialing

4.8.45. Speed Dialing (System, Group, and Station – specify quantities)

4.8.46. Station – to – Station Intercom - Capability to depress a specific key, dial a two-digit code, activate a line associated with a specific key on another station, and on answer establish a talk-path.

4.8.47. Station-to-Station Paging – Please describe the options and limitations regarding the proposed system's ability to provide paging functionality through the speakers on the proposed phones.

4.8.48. Station Hunting – Circular - Busy station has a specific station to which calls are routed and hunting sequence is identical each time a call occurs. That is, station A hunts to B, which hunts to C, which hunts to D.

4.8.49. Station Hunting – Distributed - Busy station hunts to a group of stations, and the hunting sequence are random. That is, A hunts to B, C, or D based on random selection.

4.8.50. Traffic Measurement/Traffic Reports - The proposed system should provide basic traffic information and make this information available through the System Management device provided. This information should be sufficiently detailed so that the proposed administration system can produce traffic reports covering:

4.8.50.1. CCS/hour per trunk

4.8.50.2. Blockage per trunk

4.8.50.3. CCS/hour per trunk group

4.8.50.4. Blockage per trunk group

4.8.50.5. Specific hunt group information

4.8.50.6. Feature utilization

4.8.50.7. Internal station to station calling

For the traffic measurement information listed above, please answer the following questions:

- How is this information made available?

- Can the customer develop customized reports? How long can the system store the information before customer retrieval?
- If data storage is limited can the data be moved to another media type and archived?
- Please describe the recommended solution to address this need.
- What database or software tool format is used for this data?

4.8.51. Transfer Call back to Attendant

4.8.52. Twinning – Please include the ability for the system to provide twinning to interact with The Village's cell phones and iPhones. The operation should allow The Village system users, while on a cell phone call, to be able to arrive back at the office, dial a code on the cell (or desk phone) and move the call to/from the desk phone.

4.8.52.1. Please quote the cost for 15 **optional** twinning licenses. These will be used within various The Village locations.

4.8.53. Unassigned Numbers - What happens when an internal caller dials an unassigned telephone number? What happens when an external caller dials an unassigned DID number? Please detail all options.

4.8.54. Variable Ring-tones on Telephone Stations - How many ring-tones are available on the proposed digital and/or IP telephones? Can the user change the ring-tones?

4.8.55. Voice Announce Intercom – Ability to dial a one or two digit number and automatically connect to another phone in a hands free mode.

4.8.56. Variable Call Recording – Ideally, The Village would like the system to allow internal or external calls to stations be recorded On Demand from any station on the system and allows easy access to retrieving these recordings. Please describe any options for the proposed system to provide various levels of recording dynamically vs. recording all calls.

4.8.56.1. Please include the **OPTIONAL** costs for recording.

4.8.56.2. Please describe how the proposed system stores the recording, how they are indexed and how The Village would retrieve various call recordings.

4.8.56.3. Please describe the retention capabilities of the recording system. Can recordings be set to be retained for X number of days and automatically purged?

4.9. Optional ACD Quote – Please provide a quote for ACD that includes the following capabilities. It is anticipated that this feature will initially be used in both Public Works and The Village Hall as a future application to potentially address resident calls during weather or flooding events.

4.9.1. The Village would like to potentially either build one person ACD queues or be able to deploy a group of telephones in Public Works and The Village Hall.

4.9.2. Please define what the proposed system will do when the agent in a single person ACD group is logged out. Will the system use an Automated

Attendant to answer, will it forward or overflow? Please provide a review of the options for The Village.

4.9.3. If the Village decides to deploy the ACD feature in multiple Village locations, the Village would like the proposed system to allow for the ACD to operate seamlessly in these locations at the same time.

4.9.4. Agents/Staff logged on in any Village location should be part of the same ACD Split allowing statistics to be combined.

4.9.5. ACD Reporting - Include complete feature documentation including the following:

4.9.5.1. LAN compatibility information

4.9.5.2. ACD Queue Projected Hold Time Announcements

4.9.5.3. ACD Queue - Caller in Queue Count

4.9.5.4. ACD Queue should offer the callers in queue an option to leave a message to be called back. The resulting message should be placed in the queue allowing the caller retain their original place in line. The system should then present the message to the agent for the return call.

4.9.5.4.1. Please provide information regarding how the return call is presented to the agent and whether the system will automatically place the call.

4.9.5.5. Archiving capability

4.9.5.6. Average Speed of Answer

4.9.5.7. Report generation capability for a system to support 6 agents in The Village Hall.

4.9.5.8. Real time agent status

4.9.5.9. "Wrap up" /"Reason"codes

4.9.5.10. Real time abandoned call report

4.9.5.11. Hold time for abandon calls (including short call abandon report)

4.9.5.12. Easy access to historical information

4.9.5.13. Customizable reports (i.e. Crystal Reports, etc)

4.9.5.13.1. Automatic calculation of customized reports. (i.e. agent talk time + total available time added together or any combination (ACW, AUX, Ext call time, on hold time, etc.))

4.9.5.14. Real time group objective reports

4.9.5.15. Tracking of overflow calls

4.9.5.16. Report Graphing

4.9.5.17. Describe the proposed systems' ability to provide information regarding the number of calls each agent gets by split

4.9.5.18. Ability to track times when calls were in queue and how many there were and how long they were in queue

4.9.5.19. Status of each agent during times when calls were in queue

4.9.5.20. How many calls each agent receives from each queue type

4.9.5.21. Ability to provide reporting in 15, 30, and 60 minute intervals so The Village can review and trend call data during specific times of day

4.9.5.22. Ability to provide reporting over a period of time, not less than 30 days so that The Village can review and trend call data during specific days of the month

4.9.5.23. Ability to schedule reports that will run automatically at predefined times, such as daily, weekly, or monthly

4.9.5.24. Call transfer reporting – the ability to report on the number and destination of calls transferred outside of the call center group

4.9.5.25. Ability to provide reporting on inbound and outbound non-DID calls taken or made by ACD agent while logged in

4.9.5.26. Ability to prioritize call handling by a call center group based on criteria such as transferring party or DNIS

4.9.5.27. Remote Agents – The Village may in the future require the ability to have remote telecom users log in and take calls just as if they were in The Village Hall on one system. These users may have DSL or broadband connectivity to The Village network. Please describe the call delivery method for ACD calls using the proposed system and if there is an additional cost for this capability.

4.9.5.28. Call taking features, call center functionality, and call center reporting capabilities should be the same for all agents, whether they are in The Village Hall or any The Village locations or a remote agent. Please describe in detail any differences that apply for the three types of agents

4.9.5.29. Length of "hold time" for abandoned calls and Short Call Reports

4.9.6. ACD Alerts

4.9.6.1. Agent Alerts – The Village is interested in allowing the agents to choose between either audible or visual alerts. Alerts should provide the agent with notification of various conditions that exceed certain The Village definable thresholds. Specifically, the system should provide status of call, current and cumulative group objectives, any queued calls, length in queue, etc.

4.9.6.2. Supervisors Alerts – The Village is interested in allowing the supervisors to choose between either audible or visual alerts. Alerts should provide the supervisor with notification of various conditions that exceed certain The Village definable thresholds.

3.8.6 Agent Licenses – The proposed system should include licenses necessary to provide for agents in Table 3.3.1.

3.8.6.1 1 of the 4 proposed positions should be supervisors. (3 agents and 1 supervisors.)

4.9.7. ACD agents answer calls directed to personal DID while logged in as an agent. A call directed to an agent's personal DID should follow pre-assigned call routing if the agent chooses not to answer. Incoming caller ID information for the next incoming call should be provided to the agent's display while on a call.

4.9.8. Dynamic Agent Assignment – Please describe the proposed systems' ability to allow The Village to dynamically control agent assignment to various splits.

4.9.9. Agents in Multiple Groups

4.9.9.1. Does the proposed system allow agents to be logged in, actively taking calls, in more than one split? If so, does this require multiple log-ins? Multiple lines?

4.9.9.2. Is the agent provided notification prior to answer of which split the call is coming from? If an agent is logged into two splits, does that count as two agents in determining system capacities?

4.9.9.3. The Village is interested in having report statistics captured and stored at the agent level providing the capability to identify the agents' call volume by group and skill. Please describe how the proposed system provides this capability.

4.9.10. Announcements

4.9.10.1. A single ACD split must be able to answer for multiple caller and multiple applications. The Village is interested in supplying customized caller announcements in queue, based on the called number.

4.9.10.2. Each ACD group must be provided with at least two (2) individualized recorded announcements.

4.10. Disaster Recovery Issues

4.10.1. System Outages

4.10.1.1. When software maintenance is performed on the system, is a restart required?

4.10.1.2. Typically, what will the duration of a system restart be for a system of this size?

4.10.1.3. What, if any manual intervention is required for a restart?

4.10.1.4. In the event of a primary processor failure, is the system configured with a backup processor? If so, describe the processor failover procedure.

4.10.2. Disaster Back-up Service

Please indicate what resources are available to restore service promptly if the equipment is damaged by a disaster such as fire, flood, etc., or after a total system failure.

4.10.3. Software Back-up & Restoration

Describe the process for downloading the system software to a back-up media. What is the recommended media? Do you provide the media? Is the back-up process manual or automatic? Do you provide a remote back up for the telephony programming? The voice mail? Both? Can they be backed-up simultaneously? On the same media? As part of a maintenance contract will your personnel perform the back up and keep off-site spare?

4.11. 911 Compatibility

4.11.1. Describe how the proposed system will provide street address information to the local Public Safety Answering Point (PSAP). Include any costs - software, equipment – required to accomplish this notification in Section 6. It will be the responsibility of the selected vendor to provide for this capability and demonstrate to the customer, through live testing, this capability is operative prior to system cutover.

4.11.2. Provide specific documentation indicating your proposed system complies with all 911 regulations of the FCC, the State of Illinois. How can the proposed

system provide for 911-location notification by station number? As an option in Section 6, provide the necessary hardware and software to provide this feature. Please include all relevant telephone utility costs.

4.12. E911 Operations Integration

4.12.1. Interaction with 911 PBX

The existing system and lines allow Police to transfer calls to the dispatch operation. The proposed system should be able to provide analog connections to the existing dispatch operation.

4.13. System Management - The following System Administration features and capabilities, or functional equivalents, must be provided as part of the proposed system. These features must be available at all locations.

4.13.1. Multiple Users - The system must interface to the Local Area Network (LAN) and allow for access and change capability for multiple, simultaneous users.

4.13.2. Inventory Information - The system must provide inventory information on the number and type of telephone stations.

4.13.3. Trunking Information – the system must provide access to the information required in Table 3.3.1.

4.13.4. Alarm Notification – System must provide for an alarm system that notifies both the remote maintenance center and the client, if certain client-programmed system performance thresholds are exceeded.

4.13.5. Recent & Past Change History - The proposed system must provide documentation on both recent changes to an element of the system (station, trunks, etc.) and all past changes to an element of the system.

4.14. Handset and Base Cords, and Wall Mount Kits

4.14.1. The Village may require the use of 25’ handset, 25’ base cords, and wall mount kits for some of the telephone sets.

4.14.2. Please indicate the pricing for these longer cords and wall mount kits in your proposal as an OPTION.

4.15. Training

4.15.1. Include in your proposal a detailed explanation of the training you will provide for station users, as well as the management and system administrators. Please indicate on which functions the system administrator will be trained.

4.15.2. The system pricing detailed in Section 6 must include:

4.15.2.1. Classroom training, on working telephones, led by vendor provided instructors, for all users, on-site at The Village. Classes should include no more than 8 to 10 staff in each.

4.15.2.2. System programming, reporting, management, and configuration training, led by vendor provided instructors, for 2 management personnel.

4.15.2.3. Please describe additional system administration and technical training that is available. Please include the projected costs for the training classes, where they are held, who provides them and if and what certifications would be provided if The Village’s staff completes various levels.

4.16. Acceptance - The Village requires an acceptance period of at least 30 days subsequent to the completion of the Cutover. During this 30-day period the system must perform without interruption of services and in compliance with all representations offered in the vendor's proposal. Should the system or other associated devices fail to perform satisfactorily, the 30-day time frame for acceptance will start over until such time as the system performance is satisfactory for a period of 30 consecutive days. Final payment (including change orders) will be withheld, and the warranty period will not begin, until system acceptance.

4.17. Financial Information - Detailed pricing information is needed on the system. Provide the following financial data:

4.17.1. **The response to Section 6 MUST INCLUDE an itemized schedule of all** equipment **and software for the proposed system.** The pricing quoted must include **all activities necessary for a complete, turn-key system**, including, but not limited to:

4.17.1.1. Complete installation of all system components and software

4.17.1.2. Complete programming of all system components and software

4.17.1.3. Complete testing of all system components and software prior to system cutover, including QOS testing

4.17.1.4. PSTN coordination including:

4.17.1.4.1. Coordination of PRI, SIP and analog trunk installation with the PSTN service provider selected by The Village

4.17.1.4.2. Coordination of calling plan to allow for 4-digit dialing between stations

4.17.1.5. On-site station reviews and determination of user requirements

4.17.1.6. Full system configuration documentation provided to The Village to include all station features and function, complete trunking configuration information, and complete call flow information by station

4.17.2. Cost detail for any non-standard features and optional items as detailed in the system specifications.

4.17.3. Any additional charges which apply for shipping and handling. Please specify dollar amounts.

4.17.4. A recommended payment schedule must be included. The customer will not consider any proposal with a final payment, due on acceptance of the system, of less than 25%.

4.17.5. Add/delete cost schedule for all system components, software, and station equipment - details on addition or deletion of all network components must be included in Section 6. Include both pre-cut and post-cut prices. Indicate how long the post-cut prices will remain in effect. Pre-cut component pricing must remain in effect through system acceptance.

4.17.6. Maintenance costs for the system for Year 1 and for Year 2, as configured. Please show each year separately.

4.17.6.1. Please describe any Parts Labor Warranty included in the proposal. This information should be included in Section 6.

4.17.6.2. As a minimum please include 8am to 5pm, next business day response for non emergency services and 4 hour response for emergency services.

4.17.6.3. For the purposes of this RFP, Maintenance support should cover the entire system including the software, servers, phones, etc. The Village will work with the selected vendor to customize the maintenance arrangement.

4.17.6.4. Maintenance coverage shall also include:

4.17.6.4.1. Software Assurance

4.17.6.4.2. Software Updates

4.17.6.4.3. Software Upgrades

4.17.6.5. Clearly specify the warranty period for all hardware and software components.

4.17.6.6. A specific maintenance cost must be clearly itemized for business day service on all proposed equipment and software.

4.17.7. Equipment Leasing Options – Provide the interest rate and monthly lease rate factor for 3, 5, and 7-year lease options in Section 6.

4.18. Estimated Implementation Plan – Please provide an estimated implementation plan with various milestones.

4.19. References

4.19.1. Provide at least 3 references of similar installed systems in the area, using the tables provided below – expanding them as necessary to include all relevant information. The references must be for VoIP Enabled or VoIP system installations, multi-locations customers, with a minimum of 100 telephone stations, and a centralized voice mail system.

4.19.2. While you are free to provide any references, ideally, The Village would like to talk with other local government references.

4.19.3. The Village may wish to conduct site visits with one or more of the references provided below.

4.19.4. Be advised, references are a major element of the customer's selection criteria.

Reference #1	
Customer Name	
Contact Name	
Contact Address	
Contact Telephone Number	
Contact E-mail	
Installation Date of Comparative System	
Description of Comparative System – please be specific and detailed on # of locations & phones	

Reference #2	
Customer Name	
Contact Name	
Contact Address	
Contact Telephone Number	
Contact E-mail	
Installation Date of Comparative System	
Description of Comparative System – please be specific and detailed on # of locations & phones	

Reference #3	
Customer Name	
Contact Name	
Contact Address	
Contact Telephone Number	
Contact E-mail	
Installation Date of Comparative System	
Description of Comparative System – please be specific and detailed on # of locations & phones	

5. Voice Mail System

The Village requires voice mail functionality as part of this procurement. The proposed voice mail system must be compatible and integrate with the system being proposed. The vendor is required to gather configuration information and provide a turn-key installation.

The proposed system should allow The Village to define a call coverage forwarding path depending upon if the call to the station is an internal or external call. It should allow The Village to define by Station how the user would like his or her telephone to forward to the coverage point or voicemail. A coverage point is defined as any other phone on the system or the voicemail system. Please explain how the proposed system could deal with this circumstance.

5.1. System Configuration

5.1.1. The Village estimates a requirement for 150 initial users of the voice system.

5.1.2. For those vendors proposing systems with specific port counts, please configure your system with a minimum of 15 ports.

5.1.3. Clearly indicate the number of simultaneous calls the system will support as configured and the overall storage capacity in hours, as the system is configured.

5.1.4. The number of users is greater than the proposed telephone station counts because there are a number of The Village employees or departmental functions that require a voicemail box, but do not have a telephone station on the system.

5.1.5. The Village provides Voicemail Boxes for many users throughout The Village operation that do not have specific phones and will be using the Hot Desking operation to log in and log out of the system. Please describe the operation of the voicemail system in this environment.

5.1.6. The Village requires no less than 10 simultaneous calls.

5.2. Specify the maximum capacity the proposed system provides.

5.3. Features - Specifically, the proposed system must have the following features:

5.3.1. Announcement Boxes

5.3.2. Immediately light a message-waiting lamp on the appropriate telephone when a message has been taken.

5.3.3. Automatically turn the message-waiting lamp off when all the messages have been heard and/or delivered.

5.3.4. Provide for automatically forwarding calls from a busy, unanswered, or call forward telephone to the appropriate mailbox without requiring the caller to dial a mailbox number or <u>any</u> additional codes.

5.3.5. If the caller does not wish to leave a message, the proposed system must allow the caller to escape from the voice mail system to a pre-programmed extension number. The system must allow for multiple targets for these "escape" calls. Does the proposed system have any limitation on the number of targets per system? Can the target be a telephone number outside the proposed system?

5.3.6. Allow an external caller to finish a message by simply hanging up. Systems that require the caller to touch a key on the telephone pad to save a message will not be considered.

5.3.7. Archive Messages - Describe the options for archiving stored messages and the process to accomplish this function. Clearly define the tasks of both station users and system administrators in the archiving function.

5.3.8. Check Receipt of Delivered Messages

5.3.9. Does the proposed voicemail system capture caller ID allowing the user to optionally hear the calling number?

5.3.10. Changeable Passwords

5.3.11. Forward & Backward while Listening to a Message -

5.3.12. Guest Mailboxes

5.3.13. Group Mailboxes

5.3.14. Message Save

5.3.15. Message Delete

5.3.16. Message Pause

5.3.17. Message Privacy

5.3.18. Message Replay – explain the options available

5.3.19. Message Redirect and Comment

5.3.20. Message Respond

5.3.21. Message Retrieval Greeting - Explain the available options for the system greeting the caller hears upon retrieving messages. For instance, does the system indicate the number of messages not yet heard?

5.3.22. Message Rewind

5.3.23. Message Speed - Does the proposed system provide the user the capability to speed up or slow down the replay of the message?

5.3.24. Message Undelete

5.3.25. Outbound Notification of Messages - This feature must include notification to a radio paging device, cellular telephone, email, or other telephony equipment.

5.3.26. Priority Notification of messages - This feature must allow a caller to select a priority or urgent status for message notification, and then provide for an alternative notification capability. For instance, a normal message may light a message-waiting lamp, while a priority message will out-call to a radio pager.

5.3.27. Priority Queuing of Messages

5.3.28. Skip Forward Through Messages

5.3.29. Personalized Greetings – Multiple – Provide (at a minimum) the system users with the ability to have a greeting when there is no answer at their phone and another different greeting when they are on the phone, and explain any other options available.

5.3.29.1. Specifically, The Village uses Temporary Absence Greetings throughout the operation. Please describe the proposed system's capabilities regarding this specific feature.

5.3.30. Personalized Greetings – Menu - Will the system provide a menu of options in an individual user's greeting? For instance, "If your call is about A, press 1. If your call is personal matter, press 2." If the caller selects 1, the message is recorded simultaneously in two pre-selected mailboxes, or routed to a different mailbox than if the caller selects 2.

5.3.31. Scheduled Delivery of Message

5.3.32. Speech Recognition - Can the proposed system provide command access through user speech?

5.3.33. Message Distribution Lists

5.3.34. Remote Access - The system must allow users to access their mailbox from outside of the system without the assistance of an operator.

5.3.35. System Administrator Reports - Please indicate what types of management reports are available with the proposed equipment. Also, indicate if additional hardware/software is required to generate the management reports.

The Village requires these reports to be able to be obtained in both printed and electronic format. Please indicate if this is included and what the electronic format used. If the reports are in a proprietary form, please describe any conversion process.

Please indicate whether the proposed voicemail system will provide The Village with the ability to review voicemail box activity and when each box was accessed. This feature may provide a valuable tool to determine if voicemail boxes are being checked and managed.

5.3.36. Variable Settings for Maximum Message Length

5.3.37. Time-of-Day Stamp

5.4. Training

5.4.1. Include in the proposal a detailed explanation of the training you will provide for voice mail users, as well as the system administrators. Please indicate on which functions the system administrator will be trained. At a minimum these must include station programming and system back-ups.

5.4.2. The system pricing detailed in Section 6 must include:

5.4.2.1. Classroom training, on working telephones, led by vendor provided instructors, for a minimum of 150 users and no more than 8 to 10 in each class.

5.4.2.2. System programming, reporting, management and configuration training, led by vendor provided instructors, for 3 management personnel.

5.4.2.3. Please describe additional system administration and technical training that is available. Please include the projected costs for the training classes, where they are held, who provides them and what certifications would be provided if The Village's staff completes various levels.

5.5. Automated Attendant Function – The Village will use various Automated Attendant functions for departments throughout The Village to handle various types of incoming calls. Direct Inward Dialing will be used in conjunction with this function. The automated attendant should provide functions for the following:

5.5.1. After Hours Announcement and options.

5.5.2. Preprogrammed Alternative for Holidays.

5.5.3. Custom greetings for special events.

5.5.3.1. The Village's personnel want the ability to prerecord messages and/or greetings for holidays, office closings, etc. and to change from one greeting to another from a remote location, not on the system. Please explain in detail how this would be accomplished.

5.5.4. Provide various exits from the Automated Attendant.

5.5.5. The system must allow the caller to dial his or her choice at any time during the message.

5.5.6. Does the proposed system require callers to end all commands using the # sign? Please describe what the operation is and if there are options regarding this item.

5.6. Message Integration

5.6.1. Describe the proposed system's capability to provide for "unified messaging". The Village utilizes Microsoft Exchange 2010 messaging system. Pricing for unified messaging for all voice mail users must be included in Section 6**.**

5.6.2. Does the proposed unified messaging software integrate directly with Microsoft Exchange? Does it provide direct dialing from the Contact list? If so, please describe how the products integrate.

5.6.3. Does the proposed unified messaging software integrate directly with Microsoft Outlook 2010? If so, please describe how the products integrate and what mail protocol options are available.

5.6.4. Which electronic mail protocol(s) does the Unified Messaging system support?

5.6.4.1. IMAP, POP3, SMTP, others?

5.6.4.2. Please discuss the pros and cons of each in a Unified Messaging environment with Exchange server & Outlook clients.

5.6.5. When a voice message is received in a Unified Messaging environment, will the entire voice message be transmitted to Exchange in addition to header information? If not, what will the user see in Outlook when they have received a voice message?

5.6.6. How will the Unified Messaging interface handle roaming profiles? i.e. where a staff member utilizes several PCs to access electronic mail through Outlook?

5.6.7. Please describe where the voicemail messages will be stored and whether the messages will be stored on a voicemail appliance or the Exchange server.

5.6.8. Will the user be able to listen to voice messages through Outlook Web Access 2010?

5.6.9. In the experience of the vendor, on average, how much disk space does an average message consume within Outlook? Are any compression algorithms available to reduce disk utilization?

5.6.10. Click to Dial Operation – Please describe how the system can provide click to dial operation from various sources including outlook contacts and other sources.

5.7. Financial Information - Please provide the following financial data:

5.7.1. **The response to Section 6 MUST INCLUDE an itemized schedule of all equipment and software for the proposed system.** The pricing quoted must include:

5.7.1.1. Complete installation of all system components and software

5.7.1.2. Complete programming of all system components and software

5.7.1.3. Complete testing of all system components and software prior to system cutover, including QOS testing

5.7.1.4. On-site station reviews and determination of user requirements

5.7.1.5. Full system configuration documentation provided to The Village to include all user features and function and complete call flow information by station

5.7.2. Any additional charges which apply for shipping and handling. Please specify dollar amount.

5.7.3. A recommended payment schedule must be included. The customer will not consider any proposal with a final payment, due on acceptance of the system, of less than 25%.

5.7.4. Add/delete cost schedule for all system components and software. Include both pre-cut and post-cut prices. Indicate how long the post-cut prices will remain in effect. Pre-cut component pricing must remain in effect through system acceptance.

5.7.5. Maintenance cost for the system, as configured, after the warranty period. Clearly specify the warranty period for all hardware and software components.

6. Maintenance and Warranty

6.1. **Warranty** - Provide a copy of the warranty on the proposed system or a narrative description of the provisions of the warranty.

6.2. **Factory-Trained Personnel** - Indicate the number of service personnel in the area factory-trained to maintain the proposed system, including the street address of the service location.

6.3. **Qualified Personnel** - Indicate the number of service personnel in the Village area qualified to maintain the proposed system, including the street addresses of the service locations. This should include factory-trained personnel, personnel trained by the vendor and all other individuals who can perform technical services on the system.

6.4. **Service Centers** - Provide the locations and hours of operation of the service centers to be utilized.

6.4.1. The Village may wish to conduct a site visit to the contractors' Service Center.

6.5. **Spare Parts** - Provide a general listing of the spare parts available from each of these service centers.

6.6. **Hourly Service Rates** - Indicate the hourly rate The Village can expect for service not covered by warranty or service contract for each of the proposed systems.

6.7. **Maintenance Cost Escalation** - Provide the rate at which the maintenance contract costs are escalated including any contractual limits in escalation of costs.

6.8. **Modification Lead-Time** - Specify the amount of lead-time required for moves, changes, additions, and deletions.

6.9. **Repair Response Times** - Describe the expected and guaranteed response time for "regular" and "emergency" services. Indicate what you define to be "regular" and "emergency" service. Guaranteed response times of greater than 4-hours for emergency services, and next business day for regular services, will not be acceptable.

6.10. **Service Alternatives** - Indicate the provisions for service and spare parts if your business terminates, is subjected to a strike, or shutdown for any reason.

6.11. **Default** - State what recourse is available if the proposed system does not perform as quoted and the customer is faced with loss or interruption of service. Be advised that some form of liquidated damages for non-performance and/or system failure will be required in any final agreement.

6.12. **Performance of Maintenance** - Clearly identify if the proposer or a third party will provide maintenance services. The Village will require the right to reject any third parties or sub-contractors under this agreement and in any event proposer will be responsible for all maintenance services.

6.13. **Remote Maintenance**

6.13.1. Provide information on the capabilities of the system to interact with the Remote Maintenance Center (RMC) of the proposer.

6.13.2. How does the system notify the RMC of a trouble?

6.13.3. What diagnostic capabilities does the RMC have?

6.13.4. Can the customer communicate directly with RMC personnel?

6.13.5. How frequent is the proposed system polled by the RMC for routine maintenance?

7. Pricing

7.1. Pricing - Expand the following tables as required to provide itemized, component pricing for the proposed system to meet the requirements. The component name should be clear and understandable, not a code or stock number. The Discounted Price must be the actual cost The Village will pay for the component, not a list price with a summary discount at the end. Total Price equals the Quantity times the Discounted Price, plus installation fees.

7.1.1. Carrier Services. Complete the table to provide pricing for SIP or PRI services to meet the requirements of the Village of Northfield.

Table 7.1.1.A

	12 months	36 months	60 months
PRI Circuit Installation Cost			
Port cost per DID			
PRI Monthly Cost (including circuit and call paths, DIDs)			
DID Monthly Cost per number			
Local Calls (0-15 mi) Cost per minute			
Local Calls (15+ mi) Cost per minute			
Long Distance Calls Cost per minute			

Table 7.1.1.B

	12 months	36 months	60 months
SIP Circuit Installation Cost			
Cost per Concurrent Call			
Port cost per DID			
SIP Monthly Cost (including circuit and call paths)			
DID Monthly Cost per number			
Local Calls (0-15 mi) Cost per minute			
Local Calls (15+ mi) Cost per minute			
Long Distance Calls Cost per minute			

Table 7.1.1.C

	12 months	36 months	60 months
Analog line Installation Cost			
Port cost per DID			
Analog line Monthly Cost			
Local Calls (0-15 mi) Cost per minute			
Local Calls (15+ mi) Cost per minute			
Long Distance Calls Cost per minute			

7.1.2. Telecommunications system as defined in Section 2, 3, & 4. Include all required components.

Table 7.1.2

Component - Name	Qty	Discounted Price	Install	Total
(List all component parts of the system)				
The Village Hall/Police Department				
Public Works/Fire Department				
Voicemail System				
Unified Messaging				
Sub-total – Hardware / Software				
Shipping				
General Install & Training				
Taxes				
Total Purchase Price				

7.1.3. Telephone Stations – Provide individual unit and installation costs optional telephone sets available for the proposed system, consoles and soft consoles currently available, if not included in Section 7.1.1.

Table 7.1.3

Model Number	Unit Price	Total Hardware and Installed Cost

7.1.4. E-911 Station Locator Capability (OPTIONAL COSTS)

Table 7.1.4

Component - Name	Qty	Discounted Price	Install	Total
(List all component parts of the system)				
Sub-total – Hardware / Software				
Shipping				
General Install & Training				
Taxes				
Total Purchase Price				

7.1.5. Maintenance Pricing – Using the following table, please provide a quote for the first and second year maintenance support. The quote MUST include the following items:

7.1.5.1. Software Updates

7.1.5.2. Software Upgrades

7.1.5.3. Software Assurance

Table 7.1.5

Component - Name	Qty	First Year Maintenance Costs	Total Annual Second Year Maintenance Cost
(List all component parts of the system)			
Total Maintenance Price			

7.1.6. Optional Equipment

Table 7.1.6

Facility	Qty	Discounted Price	Install	Total
(List all component parts of the system)				
Call Accounting System				
Conference Bridge				
ACD Contact Center				
Twinning Licenses				
Sub-total – Hardware / Software				
Shipping				
General Install & Training				
Taxes				
Total Purchase Price				

7.2. Lease Rates – Complete the following table for a $1 buy-out municipal lease to finance the hardware/software costs of the proposed system.

Table 7.2 – Lease Rates

Term	Monthly Rate Factor	Effective Interest Rate
36-month term		
60-month term		
84-month term		

7.3 Data Network Pricing – Expand the following tables in 6.3.1 and 6.3.2 as required to provide itemized, component pricing for the proposed system to meet the requirements of the proposed system for The Village. The component name should be clear and understandable, not a code or stock number. The Discounted Price must be the actual cost The Village will pay for the component, not a list price with a summary discount at the end. Total Price equals the Quantity times the Discounted Price, plus installation and programming fees.

7.3.1 WAN Equipment – Total Install should include the cost of configuring devices, validating connectivity and completing test plans. The vendor will be responsible for rack mounting and connecting cables for new switches and routers.

Table 7.3.1

Component - Name	Qty	Discounted Price	Install	Total
Routers including CSU/DSU–				
Router including CSU/DSU				
(List all component parts of the system)				
Sub-total – Hardware / Software				
Shipping				
General Install & Training				
Taxes –				
Total Purchase Price				

7.3.2 LAN Equipment – Total Install should include the cost of configuring devices, validating connectivity, and completing test plans. The vendor will be responsible for rack mounting and connecting cables for new switches and routers.

Table 7.3.2

Component – Name	Qty	Discounted Price	Total Price
The Village Hall/Police 48 Port PoE +Switch	1		
Public Works 48 Port POE + Switch	1		
Interconnect/stacking cables			
(List all component parts of the system)			
Sub-total – Hardware / Software			
Shipping			
General Install & Training			
Taxes –			
Total Purchase Price			

7.3.3 Equipment Configuration – Equipment configuration includes all required configuration of VoIP related services for all sites.

Table 7.3.3

Component - Name	Hours	Configuration Price	Total Configuration
Initial configuration and design meeting			
VLAN configuration and testing (all sites)			
WAN QoS configuration and testing			
(List all component parts of the system)			
Sub-total – Hardware / Software			
Shipping			
General Install & Training			
Taxes –			
Total Purchase Price			

7.3.4 Equipment Installation – Equipment installation includes mounting, basic configuration, testing and conversion to the replacement switches. NOTE: Patch cables to be supplied by The Village.

Table 7.3.4

Component - Name	Hours	Configuration Price	Total Configuration
Configuration and testing			
Conversion from existing switches to new switches			
Post conversion support (minimum 4 hours)			
(List all component parts of the system)			
Sub-total – Hardware / Software			
Shipping			
General Install & Training			
Taxes –			
Total Purchase Price			

8. Delivery and Installation

The Village anticipates cutover of all locations to be completed in July/August 2015 or before. Please indicate whether this schedule can be met and identify the tasks, including site preparation that The Village and the vendor will perform and/or be responsible for in order to accomplish delivery and installation of the system in this time frame. It will be assumed that any task not specifically stated to be our responsibility would be that of the vendor.

8.1. **Implementation Plan** - Within 5-days of contract award, the vendor must provide a tentative implementation plan with dates necessary to place the system into service. This plan must clearly identify the tasks and resource requirements of The Village during the implementation process.

8.2. **Risk of Loss** - Please state when the customer assumes risk of loss or damage.

8.3. **System Physical Requirements** - Please indicate the requirements for each location, for:

8.3.1. Floor Spacing

8.3.2. Floor Loading

8.3.3. Wall Space

8.3.4. Environmental factors such as air condition and ventilation

8.3.5. Minimum size door opening required for equipment movement

8.3.6. Specify the electrical and grounding requirements for the proposed system. Indicate what modifications will be needed, if any, at the site to meet those requirements. Unless otherwise stated, the vendor will be responsible for any necessary modifications.

8.4. **Equipment Reduction -** Explain any penalty or liability charge for reducing equipment or telephone instrument prior to and after installation of the proposed system.

8.5. **Equipment Delivery -** The vendor will be responsible for making necessary arrangements with the management of the building for delivery of equipment to the premises. The vendor must comply with all building regulations regarding hours, any delivery rigging and method and location of equipment delivery.

8.6. **Manuals and Brochures -** Please provide hard copies and electronic versions the following as part of the proposal:

8.6.1. Station user's manual

8.6.2. Voice mail user's manual

8.6.3. Any other pertinent reference information

8.6.4. The Village expects the selected vendor to produce a short version of the user guide to be provided to each system user. This guide should be customized to provide steps to use the features specific to The Village's system design and selected feature group.

8.7. **Manufacturer Relationship -** Please describe your precise relationship with the manufacturer of the proposed system (i.e., dealer, distributor, branch, common parent, etc.). Proposers who do not hold primary full dealership status with the proposed manufacturer and who are dependent on secondary distributor

arrangements to obtain product and direct access to manufacturer level engineers are not acceptable.

8.8. **Manufacturer's Commitment -** The vendor shall make a written commitment to make available maintenance spares, trained personnel, and software support to fully maintain the system for a period of ten years from the date of cutover. **If the vendor is other than the manufacturer, then a letter of similar commitment from the manufacturer must be included in the proposal.**

8.9. **Warranty -** The Proposer must guarantee all of the installation work to be performed and materials to be furnished under this contract against defects in materials and workmanship for a minimum period of one (1) year from the date of final acceptance of the completed work. The Proposer shall, at their own expense and without cost to The Village and within a reasonable time after receiving a written notice thereof, make good any defect in materials and/or workmanship of the installation which may develop during the guarantee period. Any associated damage to other items and/or finished surfaces caused by the defect shall also be corrected by the Proposer to the satisfaction of The Village and at no additional cost.

8.10. **Software Assurance –** Maintenance and support quotes should include software assurance protection for The Village. Please itemize this cost.

8.11. **Software Updates and Upgrades** – Please describe the following regarding available software upgrades:

8.11.1. How is The Village notified of new software upgrades and tools available for **ALL** the systems proposed?

8.11.2. Does your company require software updates at these intervals or are they included/or optional?

8.11.3. Are software updates included in the maintenance contract?

8.11.4. In the case of VoIP solutions, do you provide recommended/required software updates for all network hardware in addition to the proposed system?

8.11.5. Please provide typical frequency of software updates on an annual basis.

8.12. **Test Plan -** The Proposer will develop and execute a test plan and final walk through with the owner's project manager in attendance. The test plan and walk through will include:

8.12.1. Testing of all connectivity between switches.

8.12.2. Random testing of port connectivity.

8.12.3. Verification of each VLAN.

8.12.4. Verification of Internet access.

8.12.5. Printed copies of all equipment configurations for The Village's project manager review.

8.12.6. Conducting a final walk through inspection of the installation with The Village's project manager and the preparation of a punch list of items that need attention prior to final acceptance.

8.12.7. Completion of the punch list items and the request for a final acceptance walk through with The Village's project manager.

8.12.8. Final acceptance of the installation.

5 CABLE INFRASTRUCTURE REQUIREMENTS

1. Definitions:

1.1.1. Village - Village of Northfield

1.1.2. Contractor – Company submitting a response to this RFP & providing for the installation

1.1.3. By Others – Responsibility of Village of Northfield to provide item and/or services mentioned

1.1.4. Provide – To furnish and install item and/or services mentioned

1.1.5. Furnish – To furnish item mentioned for installation by others

1.1.6. Install – To install an item mentioned that was furnished by others

1.2. General:

1.2.1. Village of Northfield is upgrading their network & voice system. For network performance and the new Voice over Internet Protocol (VoIP) system that is being proposed, the network cable infrastructure within Village of Northfield, Village Hall/Police Department needs to be upgraded. Cable selection has been chosen to be Unshielded Twisted Pair (UTP) Category-6.

1.2.2. Contractor shall provide new cable installation to existing and new drop locations within the buildings. Following are the total drops within each building:

1.2.2.1. Village Hall and Police Department – 124 Dual Data Locations

1.2.2.2. Fire Department – No new cabling required

1.2.2.3. Public Works – No new cabling required

1.2.2.4. Floor Plan drawings showing the approximate location of the various drops will be included to the venders as separate PDF's.

1.2.2.5. The Village Hall and Police Department are located within the same building complex. This building has two wiring rooms. The MDF wiring room is located within the Village Hall area on the 2nd floor and the IDF wiring room is located within the Police Department area on the 1st floor.

1.2.3. The standard for a new drop location is a single gang faceplate vertically mounted with two (2) Cat-6 modular RJ45 jacks. Wall phone locations will be

a single gang wall plate with a Cat-6 modular RJ45 jack and mounting stubs for phone placement.

1.2.4. The existing network and voice system being utilized within each building is to remain operational during the installation of the new network infrastructure. Location jacks and cable not presently being utilized can be removed during installation while the jacks & cable presently in use are to be removed complete after the new cable installation is operational & accepted by Village of Northfield.

1.2.5. The existing voice and data cables, management brackets, and associated wiring room/closet items that are not used with respect to the new network infrastructure installation are to be removed from the buildings at the completion of the project by the Contractor. Removal and proper disposal of the cable and items will be the responsibility of the Contractor. Village of Northfield's trash & disposal bins are not to be used by the Contractor for disposal.

1.2.6. The removal of the existing voice & network data cable infrastructure and the transfer of network services onto the new network cable infrastructure system will be coordinated with the Village of Northfield IT Department. Depending on system transitions, the old network system removal within buildings may require a return trip by the Contractor.

1.2.7. Network Drop Connection

1.2.7.1. Provide drop locations and associated configurations, as needed, during the walk-through for a complete network cable infrastructure installation and as marked on drawings. To include, but not be limited to:

1.2.7.1.1. Plenum-rated Cat-6 UTP cable & jack connection to each location from the network wiring room/closet

1.2.7.1.2. Data modular Cat-6 patch panels for cable termination in the network wiring room/closet

1.2.7.1.3. Horizontal cable management panels

1.2.7.1.4. UTP patch cords

1.2.7.1.4.1. Patch cords within the wiring room/closet are to be coordinated for exact length requirements so that the patching between panels and network equipment is orderly with limited managed cable slack. Patch cords at the work area are to be 7' (feet) in length.

1.2.7.1.5. Cable routing management brackets

1.2.8. All items and/or services mentioned are to be provided by the Contractor for a complete installation per the intent and direction of these specifications and associated drawing.

1.3. Village of Northfield, Village Hall/Police Department:

1.3.1. Existing Conditions

1.3.1.1. Existing MDF wiring room located on 2nd floor of Village Hall Area.

1.3.1.2. Existing IDF wiring room located on 1st floor of Police Department.

1.3.1.3. Operational network & voice system.

1.3.2. Scope of Work ---

1.3.2.1. Provide:

1.3.2.1.1. New floor-mounted network rack and associated overhead cable runway for network patch panel placement and cable termination within the 2nd floor MDF wiring room.

1.3.2.1.2. Demo and remove from site existing network equipment cabinet and all associated unused existing data cabling originating from 2nd floor MDF wiring room. Coordinate removal of all existing cabling with owner's project manager prior to work commencing. All existing cabling being removed needs to be approved by owner.

1.3.2.1.3. During the demo phase, the contractor shall temporarily support the existing patch panels being served from the 2nd floor MDF network cabinet that is to be removed so that the network system remains functional and the new equipment rack can be installed.

1.3.2.1.4. The contractor is not to demo / remove existing cabling associated with the wireless access point system. This cabling is to be re-worked into the new equipment rack

1.3.2.1.4.1. Provide drawing documents for the new rack layout within the MDF wiring room

1.3.2.1.5. Where existing drop location cabling and jacks have been removed from a work area outlet leaving an unused faceplate, the contractor is to provide and install a blank faceplate over the rough-in opening.

1.3.2.1.6. New vertical cable management sections attached to each side of the new network rack & a vertical power strip in association with the rack placement

1.3.2.1.7. 48-Port Cat-6 patch panels shall be utilized for new cable installation.

1.3.2.1.8. 2U horizontal patch cord management panels are to be installed within the new rack.

1.3.2.1.8.1. (2) Two associated with network devices

1.3.2.1.9. Wall-mount cable management bridal rings, as required, for cable management

1.3.2.2. Hard finished ceiling in some public areas & drop tile ceilings in office areas.

1.3.2.3. All required floor and wall cores for cable routing to be provided by the Contractor as part of the project response.

1.3.2.4. A building walk-thru with the Village of Northfield Project Manager to locate exact drop locations and cable routes is to be arranged prior to work beginning in the building.

1.3.2.5. Existing drop locations to be used for new cable drop locations. Drop locations with voice and/or network system connection(s) are to remain operational with the existing faceplate and new faceplate hanging out from the wall.

1.3.2.5.1. New faceplate to be mounted to the existing wall bracket/box after system transition and the existing cable is removed.

1.3.2.6. Contractor shall provide an install (1) new 12-Strand Armored, Plenum Rated 50-Micron Multi-Mode Fiber Optic between the Village Hall MDF and Police Department IDF wiring rooms. Contractor shall provide and install all necessary cable support hardware and fiber termination panels and equipment. The new fiber optic cabling shall be terminated on duplex LC style end connectors.

1.3.2.6.1. Contractor to terminate new fiber cable within a 1-RMU rack mount fiber panel within the new equipment rack within the MDF wiring room.

1.3.2.6.2. Contractor to terminate new fiber cable within a wall mount fiber enclosure near the existing IDF wall mount equipment rack.

1.3.2.6.3. All new fiber cabling shall be terminated on duplex "LC" style connectors.

1.4. General Information

1.4.1. Contractors need to be aware that consideration needs to be given to such items as:

1.4.1.1. The "Needs & Requirements" of the Village of Northfield facilities associated with this project are first and foremost.

1.4.1.2. Fire stopping of all wall & floor penetrations.

1.4.1.3. Work areas are to be kept clean.

1.4.1.4. Clean up of work areas prior to leaving for the day.

1.4.1.5. Routing of cable above ceiling areas will need to be adapted to existing conditions and management of the cable routing is to be independent.

1.4.1.6. Contractor personnel working within the Village of Northfield facilities are to be identifiable.

1.5. Life Safety

1.5.1. Work done and equipment used shall comply with pertinent O.S.H.A., federal, state, municipal, and local regulations. Laws, ordinances, and regulations

affecting those employed by the Contractor and/or Village of Northfield are to be followed.

1.5.2. Barriers to regulate access, to assure public safety and to protect the work in progress are to be furnished, installed, and maintained by the Contractor.

1.6. Codes and Regulations

1.6.1. All low-voltage cabling is to be installed according to the latest NEC Standards, TIA/EIA standards and BICSI proposed installation procedures.

1.6.2. All work and materials shall be in accordance with the National Electric Code (Latest Edition), federal, state, and local codes, and all other bodies having jurisdiction with the installation practice. Compliance with the requirements of applicable laws, codes, regulations, and ordinances shall not be construed as waiving any part of the RFP documents and/or specifications which may be in excess of the requirements set forth. If, in the opinion of the Contractor, any part of the RFP documents and/or specifications does not comply with the above mentioned laws, codes, regulations and/or ordinances, the matter shall be referred to the attention of the Village of Northfield Project Manager (PM) for a decision prior to submitting a response to the RFP.

1.7. Responsibilities and Authority

1.7.1. The Contractor shall be solely responsible for the verification of all construction and performance aspects of the project. Village of Northfield shall not be responsible for any omissions within the Scope of Work or Specifications as related to structural issues of the buildings.

1.7.2. It will be assumed that any task required for a complete and operational system not specifically stated as a "Village of Northfield" and/or "By Others" responsibility shall be that of the Contractor.

1.7.3. The Contractor will designate a specific "On-Site Foreman/Project Manager" (On-Site Foreman) that will be present during working hours of the Contractor. The On-Site Foreman will be the contact & coordination person for the Village of Northfield Project Manager (PM) with respect to project issues.

1.7.4. The Contractor will be responsible for coordinating the delivery, acceptance, unloading, and storage of their materials to the premises. The Contractor must comply with all building regulations regarding hours, method and location of material delivery. Village of Northfield will provide, within reason, adequate space for storage of a limited quantity of material and tools, but does not agree to provide space for the entire inventory of material and tools for the project.

1.7.5. The cabling Contractor shall coordinate all arrangements with the Village of Northfield PM pertaining to:

1.7.5.1. The use of hoisting facilities for handling materials;

1.7.5.2. Working hours

1.7.5.3. Refuse disposal

1.7.5.4. Security

1.7.5.5. Ownership of salvage materials

1.7.5.6. Material and tool storage on-site

1.7.5.7. Parking areas

1.7.5.8. Access to secured areas

1.7.5.9. Site orientation and training

1.7.5.10. Any other items of mutual interest

1.8. Construction Documents and Working/Record Drawings

1.8.1. The Scope of Work indicates the intent of the project. Items and their locations are to be field-verified by the Contractor and the Village of Northfield PM prior to starting work associated with the item(s).

1.8.1.1. Material(s) installed by the Contractor without coordination with the Village of Northfield PM that are found to be unacceptable to the Village of Northfield PM are to be removed and relocated at the Contractor's cost.

1.8.1.2. Justification does not need to be given by the Village of Northfield PM, for the rejection of material location installed.

1.8.2. The Scope of Work represents the design intent as expressed by Village of Northfield. In no way are they meant to direct the Contractor in matters pertaining to structural performance. The Contractor is fully responsible for the structural stability of all items called for, construction documents and/or specifications.

1.8.3. At the completion of the project, clean sets of record "Working Drawings" are to be submitted by the Contractor to the Village of Northfield PM indicating the work completed.

1.8.3.1. Contractors are to audit Village of Northfield Village Hall record drop locations.

1.8.3.2. Two (2) sets of working drawing prints are to be submitted for final acceptance.

1.9. Changes, Discrepancies, and Additional Work

1.9.1. Changes:

1.9.1.1. Minor changes in the location of equipment, etc., from that initially indicated for the project, if directed by the Village of Northfield PM, prior to the installation of the item, shall be made without charge.

1.9.1.1.1. A "Minor Change" is defined as "Not adding any degree of difficulty or cost to the original installation requirement".

1.9.2. Discrepancies:

1.9.2.1. The Village of Northfield PM is to be notified, in writing, of any discrepancies and/or omissions on the RFP documents, and/or specifications, which may interfere with the satisfactory completion of

the installation. If the Contractor fails to give such notice before submitting their price response, they shall be held responsible for the results of such error and/or omission and the cost of rectifying same.

1.9.2.2. General Quantities and part numbers with respect to materials to be provided are given in the specifications. It is the Contractor's responsibility to verify both the quantity and part number to the description given for the product.

1.9.2.2.1. If part number is not correct with respect to the description, the Contractor is to notify the Village as part of their proposal and provide the new part and part number.

1.9.2.2.2. The product description provided takes precedent over the part number.

1.9.2.2.3. The intent of the product listing and greater quantity required or specified will hold if the variance in description, part number is not brought to the attention of the Village of Northfield PM prior to submitting of the response document.

1.9.3. Additional Work:

1.9.3.1. Additional work that is requested by anyone, including the Village of Northfield PM, and the additional work will add cost to the base contract price requires a Village of Northfield "Work Request Form" authorizing the work. The form will be initiated and released by the Village of Northfield PM to the Contractor.

1.9.3.2. The Contractor bears the responsibility of not being paid for additional work if the work is completed without a "Work Request Form" authorizing the work to be completed.

1.10. Construction Meetings

1.10.1. The Contractor's On-site Foreman shall attend all construction meetings requested of them by the Village of Northfield PM.

1.10.2. Prior to beginning work, the Contractor will attend a pre-construction meeting with the Village of Northfield PM and any other appropriate Contractors and/or persons involved and/or concerned with the project installation. The intent of this meeting will be to:

1.10.2.1. Review the intent and direction of the project

1.10.2.2. Review submitted and approved materials

1.10.2.3. Finalize and accept the Contractor's installation schedule

1.10.2.4. Review the sequence of field activities

1.10.2.5. Finalize installation and design details

1.10.2.6. Review potential safety hazards

1.10.3. Installation work shall not commence prior to the pre-construction meeting.

1.10.4. At the Pre-construction Meeting, the Contractor shall submit samples and/or material fact sheets, which clearly identify items that will be installed as part of the project installation for approval by the Village of Northfield PM. If material is installed prior to approval, the Contractor is liable for the cost of removal and replacement if the material is not approved.

1.10.4.1. Justification does not need to be given by the Village of Northfield PM for the rejection of material substituted for items specified.

1.11. Submittals

1.11.1. Samples are required to be submitted to the Village of Northfield PM via a typed transmittal sheet on company letterhead, signed by the Contractor's Project Manager. The transmittal sheet is to identify the item being submitted for approval and if a sample is being submitted or a data sheet.

1.11.2. The items that will require cut-sheets for submittal are:

1.11.2.1. Single Network Rack

1.11.2.2. Vertical Cable Management Section

1.11.2.3. Network Data Cable

1.11.2.4. Network Patch Panel

1.11.2.5. Horizontal Patch Cord Management Panel

1.11.2.6. Drop Location Modular Jack

1.11.2.7. Drop Location Faceplate

1.11.2.8. Wall Phone Faceplate

1.11.2.9. Data Patch Cord

1.11.2.10. Cable Runway and Associated Items

1.11.2.11. "J" Hooks, Bridle Rings, Velcro Straps, and other cable management devices to be utilized on the project

1.11.2.12. Fire Stop Putty

1.11.2.13. Labels being utilized

1.11.2.14. Miscellaneous material

1.12. Working Schedule

1.12.1. The Village of Northfield PM and the Contractor are to prepare a mutually agreeable installation schedule prior to the start of construction. The schedule is to satisfy the project completion dates of Village of Northfield and the installation activities the Contractor has anticipated with respect to the project. The schedule is to indicate daily work of the project, and is to be reviewed on a weekly basis. This schedule will be utilized to track the progress and status of the installation. Once agreed to and submitted,

any deviation to the schedule must be approved by the Village of Northfield PM.

1.13. Cutting & Patching

1.13.1. Cutting of structural building members is to be coordinated with the Village of Northfield PM prior to doing the work. Written approval from the Village of Northfield PM will be required for all cuts and/or cores that affect any structural members, the safety of the project, or the work of other Contractors on the site.

1.13.2. Patching and the repair of damage to finished surfaces shall be performed by the applicable trade for the material to be patched or repaired. The procedure for the repair is to be coordinated and approved with the Village of Northfield PM prior to doing the work.

1.13.3. All finished surfaces are to be restored to their original condition if damaged during installation. Refinish the surrounding surface area of the damage, as necessary, to provide an even finish that is acceptable to the Village of Northfield PM.

1.14. Fire Stopping

1.14.1. All conduit floor & wall sleeves are to be securely fire stopped between the outer surface of the conduit and the wall penetration.

1.14.1.1. Removable fire stop putty will be utilized on both sides of a conduit wall sleeve to properly fire stop the routing of cable through the conduit wall sleeve.

1.14.1.2. Removable fire stop putty will be utilized on the top floor opening of a conduit floor sleeve to properly fire stop the routing of cable through the conduit floor sleeve.

1.14.1.3. Removable fire stop putty will be installed a minimum of 3” into the end of the conduit wall or floor sleeve.

1.14.1.4. Product:

1.14.1.4.1. Fire Stop Putty: Non-toxic, reusable, premixed ready to use putty material that expands to seal voids when heat or flame is applied. Three (3) hour fire rating. UL listed.

1.14.1.4.1.1. Acceptable Manufacturer & Part Number:

1.14.1.4.1.1.1. Nelson Electric (FSP Fire Stop Putty)

1.14.1.4.1.1.2. Specified Technologies, (STI)

1.14.1.4.1.1.3. Hilti Fire Stop Systems

1.14.1.4.1.1.4. Alternate product cut-sheets to be submitted with the RFP response. Village of Northfield will review for approval.

1.14.2. Expandable foam shall not be utilized as fire stop material and will not be accepted by the Village of Northfield PM.

1.15. Cable Management

1.15.1. The routing of data cable shall be properly managed and supported. Primary cable routing will be managed utilizing manufactured "J"-Hooks.

1.15.2. Cable routing of nine (9) or less cables can be managed and supported utilizing management rings.

1.15.3. The management rings and/or "J" hooks are to be spaced within five (5) feet of each other and minimal droop of the cable is to occur between supports (4" from parallel or less).

1.15.4. Cable rings and/or "J"-hooks utilized for cable management and/or routing shall not have a diameter larger than 2". The number of cables routed within management rings and hooks shall not exceed 50% of the manufacturer specified capacity.

1.15.5. Primary cable routes are to be coordinated with the Village of Northfield PM for approval prior to installation.

1.15.6. Cabling is to be routed parallel to structural walls.

1.15.7. Portions of the cabling system considered by the Village of Northfield PM to be exposed to potential damage shall be protected utilizing innerduct or some other type of protective raceway.

1.15.8. Cables exposed to view are to be managed utilizing manufactured pre-sized Velcro straps. Plastic cable ties are not to be utilized to secure cables within the wiring rooms/closets and will not be accepted.

1.15.9. Cable routing shall be such that the cable is not closer than (6) six inches from light fixture ballast, (12) twelve inches from conduit and cables used for electrical power distribution and (4) four feet from motors, transformers, and/or any other device capable of emitting RF noise and electromagnetic interference.

1.15.10. Product:

1.15.10.1. "J" HOOK: 2" hook size, Cat-5 cable support system with cable retainer latches.

1.15.10.1.1. Acceptable Manufacturer & Part Number:

1.15.10.1.1.1. B-Line (BCH32 Hook & BCHR32 Retainer)

1.15.10.1.1.2. Caddy

1.15.10.1.1.3. Substitutions: Alternate product cut-sheets to be submitted with the RFP response. Village of Northfield will review for approval.

1.15.10.1.2. Quantity: As required for a complete installation.

1.15.10.2. Management Ring: Cable support system, 2" ring with beam clamp & ¼" threaded rod.

1.15.10.2.1. Acceptable Manufacturer & Part Number:

1.15.10.2.1.1. ERICO/Caddy (2BRT32 & associated clamp device & ¼" threaded rod)

1.15.10.2.1.2. Substitutions: Alternate product cut-sheets to be submitted with the RFP response. Village of Northfield will review for approval.

1.15.10.2.2. Quantity: As required for a complete installation.

1.15.10.3. Velcro Straps: Manufactured to 12" Length, ¾" width, colored "Black".

1.15.10.3.1. Acceptable Manufacturer & Part Number:

1.15.10.3.1.1. Panduit (HLS3S-0)

1.15.10.3.1.2. Substitutions: Alternate product cut-sheets to be submitted with the RFP response. Village of Northfield will review for approval.

1.15.10.3.2. Quantity: As required for a complete installation.

1.16. Village Hall "MDF" Wiring Room/Location

1.16.1. The building has an "MDF" Wiring Room/Location on the 2nd floor. Refer to the "Scope of Work" section that has a break-out of the major materials that are to be provided.

1.16.2. Provide the items required for:

1.16.2.1. Installation of the:

1.16.2.1.1. Cat-6 UTP network drop location termination.

1.16.2.1.2. Fiber and Cat-6 Patch cables.

1.16.2.2. Patch panel, UTP cable, patch cord and modular jack products being provided are to be of the same manufacturer for maximum design performance.

1.16.2.3. Cable termination to be T568A.

1.16.3. Product:

1.16.3.1. Single Network Rack: 84" high universal 19" self-supporting extruded aluminum construction. 3" x 1.25" side channels with dual top angles and 15" base depth. Universal 12-24 hole pattern, both sides of channel. Static load capacity of 700+ pounds evenly distributed. Color "Black".

1.16.3.1.1. Acceptable Manufacturer & Part Number:

1.16.3.1.1.1. Chatsworth Products Inc. --- #55053-703

1.16.3.1.1.2. Substitutions: None permitted

1.16.3.1.2. Quantity: (1) within Village Hall MDF wiring room.

1.16.3.2. Vertical Cable Management Section: Front and rear vertical manager section. Mounts to the side of a standard EIA 19" network rack for vertical cable management front and rear. Duct fingers on sides retain cables routed in and out of section. Fingers are to have rounded edges for cable protection and are to be removable without breakage. Removable hinged covers, front and rear. Color "Black". 84"+/- Height, 8"+/- Internal Width, 24.5"+/- Depth

1.16.3.2.1. Acceptable Manufacturer & Part Number:

1.16.3.2.1.1. Chatsworth Products Inc. --- #35522-703

1.16.3.2.1.2. Substitution: None permitted

1.16.3.2.2. Quantity: (2) within Village Hall MDF wiring room.

1.16.3.3. Horizontal Patch Cord Management Panel: 19" rack mountable 3" depth front only horizontal manager section – 2U. Duct fingers on sides retain cables routed in and out of section. Fingers are to have rounded edges for cable protection. Removable hinged cover. Color "Black".

1.16.3.3.1. Acceptable Manufacturer & Part Number:

1.16.3.3.1.1. Chatsworth Products Inc. --- #35441-703

1.16.3.3.1.2. Substitution: None permitted

1.16.3.3.2. Quantity: 2

1.16.3.4. Network Patch Panel: 19" rack mountable 48/port Cat-6 modular RJ45 straight panel with T568A rear 110-termination. Provide rear cable support & management. Patch panels within the new equipment rack within the Village Hall MDF shall be "Angled" in style. All other patch panels shall be "Flat" in style to conform to existing conditions.

1.16.3.4.1. Acceptable Manufacturer & Part Number:

1.16.3.4.1.1. Hubbell – NextSPEED Series

1.16.3.4.1.2. Leviton – eXtreem Category 6 System

1.16.3.4.1.3. Panduit – Mini-Com TX6 Plus Series

1.16.3.4.1.4. Substitutions: Alternate product cut-sheets to be submitted with the RFP response. Village of Northfield will review for approval.

1.16.3.4.2. Quantity: As required for a complete installation

1.16.3.5. CAT-6 UTP Patch Cord:

1.16.3.5.1. To be same make as cabling system manufacturer.

1.16.3.6. Cable Runway & Associated Items

1.16.3.6.1. Standard width solid metal runway, welded construction, 9" rung spacing, rust-resistant finish. Color "Black".

1.16.3.6.2. Manufactured runway brackets to secure the runway to the top of the racks and wall surface.

1.16.3.6.3. Rack to be bonded to the building ground and bonding straps are to be placed across all junction points and securely fastened to the runway.

1.16.3.6.4. Acceptable Manufacturer & Part Number:

1.16.3.6.4.1. Homaco

1.16.3.6.4.2. B-Line

1.16.3.6.4.3. Chatsworth Products (CPI)

1.16.3.6.4.4. Substitutions: Alternate product cut-sheets to be submitted with the RFP response. Village of Northfield will review for approval.

1.16.3.6.5. Quantity: As required for a complete installation.

1.16.3.7. 120V Power Noise & Surge Panel

1.16.3.7.1. Surge & noise protection, rack mounted, 110V, 20A capacity with circuit breaker, 8+ outlets, EMI/RFI filtering.

1.16.3.7.2. Acceptable Manufacturer & Part Number:

1.16.3.7.2.1. APC

1.16.3.7.2.2. Belkin

1.16.3.7.2.3. Tripp-Lite

1.16.3.7.2.4. Substitutions: Alternate product cut-sheets to be submitted with the RFP response. Village of Northfield will review for approval.

1.16.3.7.3. Quantity: As required – Specify

1.17. Low Voltage Horizontal Cable Installation and Termination

1.17.1. Minimal cable jacket shall be removed for termination per the manufacturer's specifications.

1.17.2. The twist of each pair shall remain natural to final termination. Twist is not to be added to the pairs after the jacket has been removed.

1.17.3. Manufacturer's recommended procedure for installation and termination is to be followed.

1.17.4. 10’ of slack cable to be provided at the network patch panel area. Coiled and managed.

1.17.5. 3’ of slack cable to be provided at the drop location. Coiled and managed in the ceiling space.

1.17.6. Product:

1.17.6.1. 1 Network Data Cable: Category 6 Unshielded Twisted Pair (UTP), 23 AWG copper cable, “plenum” rated. Jacket color “Blue”. Cable to provide a system performance certification in association with the modular network jack and patch panel components installed.

1.17.6.1.1. Acceptable Manufacturer & Part Number:

1.17.6.1.1.1. Hubbell – Hubbell Category 6 “NEXTSPEED” Cable

1.17.6.1.1.2. Leviton - Berk-Tek Category 6 UTP “LANMARK-6” Cable

1.17.6.1.1.3. Panduit – Panduit Category 6 UTP “TX6000” Cable

1.17.6.1.1.4. Substitutions: Alternate product cut-sheets to be submitted with the RFP response. Village of Northfield will review for approval

1.17.6.1.2. Quantity --- As required for a complete installation.

1.17.6.2. Drop Location Modular Jack: Category 6 unshielded RJ45 modular information outlet. Color “Match Faceplate”.

1.17.6.2.1. Hubbell – “NEXTSPEED” Series

1.17.6.2.2. Leviton – “eXtreem Cat-6” Series

1.17.6.2.3. Panduit – Mini-Com “TX6 PLUS” Series

1.17.6.2.4. Substitutions: Alternate product cut-sheets to be submitted with the RFP response. Village of Northfield will review for approval

1.17.6.2.5. Quantity --- As required for a complete installation.

1.17.6.3. Drop Location Faceplate: Single gang flush mounted modular faceplate, non-metallic, 2-positon with slots that cover the screws to house label holder with clear covers. Color "Coordinate with Owner". ("Blank" dust covers to cover un-occupied modular jack locations of faceplates)

1.17.6.3.1. Hubbell

1.17.6.3.2. Leviton

1.17.6.3.3. Panduit

1.17.6.3.4. Substitutions: Alternate product cut-sheets to be submitted with the RFP response. Village of Northfield will review for approval.

1.17.6.3.5. Quantity --- As required for a complete installation.

1.17.6.4. Wall Phone Faceplate: Single gang wall phone jack cover plate with mounting studs.

1.17.6.4.1. Acceptable Manufacturer & Part #:

1.17.6.4.1.1. Systimax/ComScope #M10LW-262 (#108-258-468)

1.17.6.4.1.2. No substitutions

1.17.6.4.2. Quantity --- As required for a complete installation.

1.17.6.5. Fiber Backbone Cable: 12-Strand, Interlocking Armored 50-Micron OM3, Tight Buffered, Multimode fiber optic cable, "plenum" rated. Jacket color "Aqua".

1.17.6.5.1. Acceptable Manufacturer & Part Number:

1.17.6.5.1.1. Hubbell – #HFCD15 Series

1.17.6.5.1.2. Berk-Tek - #PDPK012EB3010/25

1.17.6.5.1.3. Panduit – #FOPPX12Y

1.17.6.5.1.4. Substitutions: Alternate product cut-sheets to be submitted with the RFP response. Village of Northfield will review for approval

1.17.6.5.2. Quantity --- As required for a complete installation.

1.18. Cable Testing

1.18.1. General:

1.18.1.1. Cables are to be tested after the installation is complete. If for any reason, the drop location raceway and/or faceplate are removed for additional work of any nature, the drop location is to be re-tested if previously tested. All cables associated with the drop location are to be re-tested. The cost of re-testing is the responsibility of the Contractor.

1.18.1.2. All required test equipment and associated patch cables are to be furnished by the Contractors. Certification that the test equipment has been tested for proper calibration by the manufacturer within the previous six months is required on all test equipment.

1.18.2. Voice & Data - Unshielded Twisted Pair (UTP) Cable:

1.18.2.1. Voice and data cables shall be tested to Category-6 compliance. Each UTP Category-6 data cable installed shall be tested and a test result printout sheet for each cable shall be furnished at the completion of the project.

1.18.2.2. The test shall be performed after the final cable and device termination has been completed and the faceplate installed. The test shall be of the "Basic Link" from completed end to completed end.

1.18.2.3. The test shall be conducted utilizing a scanner that will generate a sweep frequency 1-100 megahertz signal on all pairs of the cable and test each pair of the cable for:

1.18.2.3.1. Pair mapping

1.18.2.3.2. Cable length

1.18.2.3.3. Attenuation

1.18.2.3.4. Near-End-Cross Talk (NEXT)

1.18.2.3.5. Attenuation to Near-End-Cross Talk Ratio (ACR)

1.18.2.3.6. Return Loss (RL)

1.18.2.3.7. Power Sum Near-End-Cross Talk (PSNEXT)

1.18.2.3.8. Power Sum Equal Level Far-End-Cross Talk (PSELFEXT)

1.18.2.3.9. Far End Cross Talk (FEXT)

1.18.2.3.10. Propagation Delay & Delay Skew

1.18.2.3.11. Impedance

1.18.2.3.12. Capacitance

1.18.2.3.13. Loop Resistance

1.18.2.4. Test results shall indicate the cable number, test date, and tester name. Test results are to be submitted to the Village of Northfield PM in a neat, clean, and orderly nature within a three ring binder. The test sheets are to be divided by panel and in numeric order. Dividers are to be placed between each panel's test sheets.

1.18.3. Fiber Optic Cable:

1.18.3.1. Cables are to be tested after the installation is complete. If for any reason, the cable is accessed for additional work of any nature, the cable is to be re-tested if previously tested. The cost of re-testing is the responsibility of the Cabling Contractor.

1.18.3.2. Every fiber optic cabling link in this project shall be tested in accordance with the field test specifications defined by the Telecommunications Industry Association (TIA) standards ANSI/TIA/EIA-568-C.1, "Commercial Building Telecommunications Cabling Standard, Part 1, General Requirements", and TIA/EIA TSB140, Additional Guidelines for Field-Testing Length, Loss and polarity of Optical Fiber Cabling Systems."

1.18.3.3. Contractor shall perform optical loss testing for this project.

1.18.3.3.1. Backbone link: The backbone link shall be tested bi-directionally at both operating wavelengths to account for attenuation deltas associated with wavelength.

1.18.3.3.1.1. Multimode backbone links shall be tested at 850 nm and 1300 nm in accordance with ANSI/EIA/TIA-526-14A, Method B, One Reference Jumper or the equivalent method.

1.19. Cable & Jack Identification

1.19.1. General:

1.19.1.1. All cables, faceplates, and patch panels are to have secured label identification.

1.19.1.2. Labels are to be properly and securely placed onto the cable jacket, patch panels, distribution blocks, faceplates, etc.

1.19.1.3. Labels shall be machine printed and manufactured for the intended use. Lettering shall be a minimum 3/16" high, bold type. Handwritten labels are not acceptable.

1.19.1.4. Cable, faceplate, patch panel, and distribution block labels are to be identical to the cable, panel, and drop location identification associated with each cable, panel, and drop location.

1.19.2. Cable Labels:

1.19.2.1. Each cable is to be individually labeled at each end within 2" of the jacket end.

1.19.2.2. The label shall be a clear wrap around label sized for a minimal of two cable wraps. The label print shall be readable through the wrap.

1.19.3. Faceplate Labels:

1.19.3.1. The label shall be securely placed beneath the clear plastic label cover provided with the faceplate.

1.19.3.2. The label shall be placed beneath the cover in association with the jack location.

1.19.4. Patch Panels:

1.19.4.1. The jack location of the patch panel shall be labeled. If the patch panel is pre-numbered in relationship to the jack number, the pre-numbered labeling will satisfy the labeling requirement.

1.19.4.2. The patch panel will be labeled as to the "Alpha" identification of the jack numbers associated with the panel. The label shall be ½" bold print and secured to the panel face on the far left side of the patch panel.

1.20. Warranty & Certification

1.20.1. Two (2) year contactor installation warranty

1.20.2. Manufacturer 20-year system performance warranty

1.21. Project Acceptance

1.21.1. The completed installation shall consist of a low-voltage cable infrastructure system constructed in strict accordance with the bid documents and specifications. Labor, materials in the bid documentation, or specifications, but necessary and/or incidental to completing the entire installation, as shown and intended, must be furnished and installed at no additional cost to Village of Northfield.

1.21.2. The Contractor shall submit a request, in writing, to the Village of Northfield PM for a walk-through of the completed installation for the purpose of preparing a final-punch list towards acceptance of the installation. Once the items on the final punch-list have been corrected by the Contractor, they are to submit another request to review the completion of the punch-list items and acceptance of the installation.

1.21.3. The Contractor is required to submit record drawings of any changes done to the design during installation and computer generated test report sheets of each drop location cable prior to final acceptance by Village of Northfield.

1.21.3.1. Two (2) sets of "Working Drawing" prints are required to be submitted.

1.21.4. Cable Infrastructure Pricing Items

1.21.4.1. The undersigned (Proposer) proposes to provide the low-voltage network cabling infrastructure systems associated with the Village Hall for the Village of Northfield, IL.

1.21.4.2. Having examined the site and all the Specifications, the Proposer shall be responsible for performing all work specifically required of them by all parts of the Specifications.

By submission of the Proposal, the Proposer certifies that:

Prices in this Proposal have been arrived at independently, without consultation, communications, or agreement with any other person, firm and/or corporation for the purpose of restricting competition.

Prices have been verified by the supplier and the conditions of this Proposal have been reviewed and accepted by all appropriate parties constituting this offer.

Prices in the Proposal have not knowingly been disclosed, by the Proposer, to any other Proposer, and will not be prior to award.

The individual signing the Proposal certifies that he/she is a legal agent of the Proposer and is further authorized to represent the offering and is legally responsible for the decision as to the prices and supporting documentation provided.

1.21.4.3. Proposal Response

Respondent Information:
Company Name:
Address:_____
Telephone #:_____ Fax #:_____
Contact:_____

1.21.4.4. Material Information:

1.21.4.4.1. Network Data Cable
Manufacturer:_____
Part #:_____

1.21.4.4.2. Network Patch Panel
Manufacturer:_____
Part #:_____

1.21.4.4.3. Drop Location Modular Jack
Manufacturer:_____
Part #:_____

1.21.4.4.4. Data Patch Cord
Manufacturer:_____
Part #:_____

1.21.4.4.5. Single Network rack
Manufacturer:_____
Part #:_____

1.21.4.4.6. Overhead Cable Runway
Manufacturer:_____
Part #:_____

1.21.4.4.7. Vertical Cable Management Section
Manufacturer_____
Part #:_____

1.21.4.4.8. Network Cable and Component 20+ Year Performance Warranty
Manufacturer:_____

Coverage:_____
Years:_____

1.21.4.5. Base Price
Labor: _____
Material: _____
Total: _____
Written Total Amount:_____

1.21.4.6. Alternate #1 Price. For the sum noted below, the contractor shall deduct from the base price the scope of work and materials associated with the installation of new 12-Strand fiber optic backbone cable at the Village Hall/Police Department between the MDF and IDF wiring rooms.
Labor Deduct:_____
Material Deductl: _____
Total Deduct: _____
Written Total Amount:_____

1.21.4.6.1. Fiber Backbone Cable
Manufacturer:_____
Part #:_____

1.21.4.7. Unit Prices
Single Jack Cat-6 Horizontal Drop Location
Assume that: a) One (1) 175' network cable segment length is routed via standard management devices; b) The cable will be routed and terminated to a wall location via the normal routing required for the building construction; c) An outlet hole is cut into the wall at the drop location and a single-gang mounting plate is placed over the hole; d) One single gang faceplate with one (1) Cat-6 jack placed and terminated at the drop location; e) At the "MDF" there are unused jack positions on the network patch panel; f) Cable is tested to Cat-6 standards.
Unit Price #1
"ADD" $_____ "DELETE" $_____

1.21.4.8. Dual Jack Cat-6 Horizontal Drop Location
Assume that: a) Two (2) 175' network cable segment lengths are routed via standard management devices; b) The cables will be routed and terminated to a wall location via the normal routing required for the building construction; c) An outlet hole is but into the wall at the drop location and a single-gang mounting plate is placed over the hole; d) One single gang faceplate with two (2) Cat-6 jacks placed and terminated at the drop location; 3) At the "MDF" there are unused jack positions on the network patch panel; f) Cable is tested to Cat-6 standards.
Unit Price #2
"ADD" $_____ "DELETE" $_____

1.21.4.9. Data Patch Cord
Cat-6 UTP patch cords of the same manufacturers as being furnished
with the "Base Bid".

Unit Price #3
3' --- "ADD" $_____
5' --- "ADD" $_____
10' --- "ADD" $_____
15' --- "ADD" $_____

Additional Items:

Following is an item that the Proposer: A) Considers missing from the design documents and should be furnished and installed for a complete installation; and/pr B) Would like to propose as an alternate to the design. The associated cost or credit is shown. An explanation of the addition and/or alternate is required for consideration of either.

_____
_____
_____
_____
_____

- "ADD" $_____ "CREDIT" $_____

Following is an item that the Proposal: A) Considers missing from the design documents and should be furnished and installed for a complete installation; and/or B) Would like to propose as an alternate to the design. The associated cost or credit is shown. An explanation of the addition and/or alternate is required for consideration of either.

_____
_____
_____
_____
_____

- "ADD" $_____ "CREDIT" $_____

In addition, Proposer certifies personal knowledge of compliance with the attached certifications for:

1. Criminal Code – Bidding Requirement
2. Equal Employment Opportunity
3. Sexual Harassment Policy
4. Tax
5. Substance Abuse Prevention on Public Works Projects

By submission of this the proposal, Proposer also certifies that:

1. Prices have been verified by the supplier and the conditions of this Proposal have been reviewed and accepted by all appropriate parties constituting this offer.
2. The individual signing the Proposal certifies that he/she is a legal agent of the Proposer and is further authorized to represent the offering and is legally responsible for the decision as to the prices and supporting documentation provided.

The successful Proposer will bear the burden of any and all undisclosed costs.

Signature of Authorized Company Representative:_____

Name of Authorized Rep. (Typed):_____

Signature:_____
Date:_____

Employer Identification Number:_____

Company Name:_____

Street Address:_____

City, State, ZIP:_____

6 DISCLOSURES & CONTRACTUAL REQUIREMENTS

Please note that any exceptions to the following requirements, as well as other sections, should be addressed in a separate section of the Vendor's Proposal.

Bulletins and Addenda

Any bulletins or addenda to the RFP specifications issued during the period between issuance of the RFP and receipt of RFP addenda are to be considered covered in the RFP and they will become a part of the awarding contract. Receipt of bulletins or addenda shall be acknowledged by the vendor in their RFP Proposal cover letter.

Rejection of Proposal

Proposals that are not prepared in accordance with these instructions to vendors may be rejected or disqualified. If not rejected, The Village of Northfield may require the correction of any deficiency and accept the corrected Proposal.

Acceptance of Proposals

The Village of Northfield reserves the right to accept the Proposal that is, in its judgment, the best and most favorable to the interests of The Village, to reject the low price Proposal, to accept any item of any Proposal, to reject any and all Proposals, and to waive irregularities and informalities in any Proposal submitted or in the Request for Proposals process.

Taxes

The prices quoted herein shall comply with all Illinois and Federal Tax Laws and regulations. The Village of Northfield is not subject to the Illinois State, County or Municipal retailers occupation tax, or any other sales or use taxes. The Village of Northfield tax exemption number is E9998-1483-05

Compliance with Applicable Laws

Contractor agrees to comply with all applicable laws, regulations, and rules promulgated by any Federal, State, County, Municipal and/or other governmental unit or regulatory body now in effect or which may be in effect during the performance of the work. Included within the scope of the laws, regulations, and rules referred to in this paragraph, but in no way to operate as a limitation, are all forms of traffic regulations, public utility and Interstate and Interstate Commerce Commission regulations, Workers' Compensation Laws, Prevailing Wage Laws, the Social Security Act of the Federal government and any of it titles, the

Illinois Department of Human Rights, Human Rights Commission, or EEOC statutory provisions and rules and regulations.

Prevailing Wage Act

The Contractor shall pay not less than the prevailing hourly rate of wages, and the generally prevailing rate of hourly wages for legal holiday and overtime work, as determined by the Illinois Department of Labor and as set forth in the schedule of prevailing wages appended to the this document for this Contract to all laborers, workers, and mechanics performing work under this Contract. All bonds provided by the contractor under the terms of this contract shall include such provisions as will guarantee the faithful performance of the Contractor's obligations under this clause and under the Prevailing Wage Act, 820 ILCS 130/1 et. seq. Should the Department of Labor revise any prevailing rate of hourly wages, such revised rate shall be applicable to this Contract; however, in no event shall the increase in any prevailing rate of hourly wages be a basis for a change order or other claim for an increase in the Contract Sum. The Contractor and each of its subcontractors participating on the Project shall make and keep those records required under Section 5 of the Prevailing Wage Act. The Contractor and any of its subcontractors shall submit a monthly certified payroll statement to verify the payment of prevailing wages as required under the Prevailing Wage Act.

Prevailing wage rates must be posted per State law. A copy of the current rate for Cook County is attached and shall be incorporated into the Contract Documents.

In accordance with the Prevailing Wage Act, 820 ILCS 130/0.01 et seq., the successful Proposer and each subcontractor shall submit monthly, no later than the tenth day of the calendar month for the immediately preceding month, a certified payroll in person, by mail, or electronically to the Village.

Payments shall not be made until the certified payroll has been received by the Village.

Indemnification

To the fullest extent permitted by law, the successful Proposer shall indemnify and hold harmless the Village of Northfield, its officers, officials, employees, volunteers and agents from and against any and all claims, damages, liabilities, losses, causes of action and expenses, including but not limited to legal fees (attorney's and paralegal's fees and court costs) arising out of or resulting from the performance of the successful Proposer's work, provided that any such claim, damage, liability, loss, cause of action or expenses (i) is attributable to bodily injury, sickness, disease or death, or injury to or destruction of tangible property, other than the work itself, including the loss of use resulting therefrom and (ii) is caused in whole or in part by any wrongful or negligent act or omission of the successful Proposer, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether or not it is caused in part by a party indemnified hereunder. Such obligation shall not be construed to negate, abridge, or otherwise reduce any other right or obligation of indemnity which would otherwise exist as to any party or person described in this paragraph. The successful Proposer shall similarly protect, indemnify and hold harmless the Village of Northfield, its officers, officials, employees, volunteers and agents from and against any and all claims, damages, liabilities, losses, causes of action and expenses, including but not limited to legal fees, incurred by reason of the successful Proposer's breach of any of its obligations to the Village or default of any provision of its contract with the Village.

Insurance

If the Proposal is accepted, vendors shall acquire and maintain Workers' Compensation, employer's liability, commercial general liability, owned and non-owned and hired automobile liability, and professional liability insurance coverage relating to Vendor's services to be performed hereunder covering The Village's risks in form subject to the approval of The Village Attorney and/or The Village's Risk Manager. Such coverage shall be placed with a responsible company acceptable to the Village, licensed to do business in the State of Illinois, and with a minimum insurance rating of A-:VII as found in the current edition of A. M. Best's Key Rating Guide. The minimum amounts of coverage corresponding to the aforesaid categories of insurance per insurable event, shall be as follows:

Insurance Category and Minimum Limits

Workers' Compensation: statutory minimum. Vendor will certify that they are aware of the provisions of the Labor Code of the State of Illinois which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that Code, and Vendor certifies that they will comply with such provisions before commencing the performance of the work.

Employer's Liability: $1,000,000 per accident for bodily injury or disease

Commercial General Liability: $1,000,000 per occurrence and $2,000,000 aggregate for bodily injury, personal injury and property damage

Automobile Liability: $1,000,000 per accident for bodily injury and property damage (coverage required to the extent applicable to Vendor's vehicle usage in performing services hereunder)

Professional Liability: $1,000,000 per claim and $2,000,000 aggregate with insurance is to be maintained for three (3) years after completion of the work.

Additional Insurance Provisions

Endorsements. For Commercial General Liability Insurance and Automobile Liability Insurance, Vendor will ensure that the policies are endorsed to name The Village of Northfield, its elected officials, officers, boards, commissions, employees, and agents, as additional insureds.

Cancellation. Insurance will be in force during the life of any final contract and any extensions of it and will not be canceled without thirty (30) days prior written notice sent to The Village pursuant to the notice provisions of the final contract.

Failure to Maintain Coverage. If Vendor fails to maintain any of these insurance coverages, then The Village will have the option to declare Vendor in breach of the final contract, or may purchase replacement insurance or pay the premiums that are due on existing policies in order to maintain the required coverages. Vendor is responsible for any payments made by The Village to obtain or maintain insurance and The Village may collect these payments from Vendor or deduct the amount paid from any sums due Vendor under the final contract.

Submission of Insurance Policies. The Village reserves the right to require, at any time, complete and certified copies of any or all required insurance policies and endorsements.

Primary Coverage. For any claims related to the final contract, the Vendor's insurance coverage shall be primary insurance with respect to Village of Northfield, its elected officials, officers, boards, commissions, employees, and agents, and any insurance or self-insurance maintained by The Village for itself, its Council, officers, boards, commissions, employees, or agents shall be in excess of Vendor's insurance and not contributory with it.

Reduction in Coverage/Material Changes. Vendor will notify The Village in writing pursuant to the notice provisions of the final contract thirty (30) days prior to any reduction in any of the insurance coverage required pursuant to this RFP or any material changes to the respective insurance policies.

Waiver of Subrogation. The policies shall contain a waiver of subrogation for the benefit of The Village.

Certificate of Insurance. The successful Proposer shall furnish, prior to the start of work, certificates of insurance.

The Contractor expressly understands and agrees that any performance bond or insurance policies required by this contract, or otherwise provided by the Contractor, shall in no way limit the responsibility to indemnify, keep and save harmless and defend the Village, its officials, agents and employees as herein provided. This includes any claims in infringement of the patent rights or copyrights of any person or persons in consequence of the use by the Village arising from the Contractor's use, if not lawfully entitled to sell such services or equipment.

Performance and Labor and Material Payment Bonds

Upon notice of acceptance of the proposal, the successful Proposer (hereinafter "successful Proposer" or "Contractor") shall, within ten (10) calendar days of said notice, furnish to the Village a Performance Bond and a Labor and Material Payment Bond in the full amount of the contract, conditioned upon the faithful performance of all covenants, conditions, and stipulations under the contract. The bonds shall be secured by a surety company acceptable to the Village licensed to do business in the State of Illinois, and with a minimum insurance rating of A-:VII as found in the current edition of A. M. Best's Key Rating Guide.
If the successful proposer fails to furnish the Performance Bond and/or Labor and Material Payment Bond within the ten (10) calendar day period, the Village shall keep the security/deposit as liquidated damages and not as a penalty. It is agreed that the sum of the security/deposit is a fair estimate of the amount of damages the Village will sustain due to the successful Proposer's failure to post the required bonds.

Security/Deposit

All proposals shall be accompanied by a cashier's or certified check, or bid bond in an amount equal to at least ten percent (10%) of the proposal as a guarantee that the successful proposer will promptly execute a satisfactory contract.

Termination for Default

In the event of a breach of any of the terms of this Agreement including the Contractor's warranties, The Village may, at its option and without prejudice to any of its other rights, cancel any undelivered work or material.

Professional Liability

In performing its professional services, the vendor will use the degree of care and skill ordinarily exercised, under similar circumstances, by reputable members of its profession practicing in the same or similar locality at the time the services are provided. The vendor covenants that it is protected by professional liability insurance in an amount not less than $1,000,000 per occurrence and $2,000,000 aggregate.

NO DAMAGES FOR DELAY

The Contractor agrees that in the event of delay for any reason caused by any party or person, it will be fully compensated for the delay by an extension of time to complete the Contract and will not seek additional compensation

Change Order

Where a Change Order or a series of Change Orders authorize or necessitate an increase or decrease in either the cost of the Project totaling $10,000 or more or the time of completion of the Project by 30 days or more, a written determination must be prepared and signed by the Owner or its designee stating that the circumstances necessitating the change in performance were not reasonably foreseeable at the time the contract was signed; or the change is germane to the original contract as signed; or the Change Order is in the best interest of the Owner and authorized by law in accordance with 720 ILCS 5/33E-9. In addition, any Change Order on the Project that authorizes or necessitates any increase in the total amount of the Contract that is 50% or more of the original Contract amount or that authorizes or necessitates any increase in the price of a subcontract under the Contract that is 50% or more of the original subcontract price, then the portion of the Contract that is covered by the Change Order must be resubmitted for bidding in the same manner for which the original Contract was bid in accordance with the Public Works Contract Change Order Act (50 ILCS 525/1 et seq.).

Intention

The vendor shall, unless otherwise specified, supply all installation, conversion, training, transportation, and incidentals necessary for the entire proper implementation of the selected systems. In addition, the vendor shall be responsible for the implementation in a most professional manner of all items as shown in the Proposal, stated in the specifications, or reasonably implied, in accordance with the contract documents.

Rights to Submitted Materials

All Proposals, Proposals, inquiries, or correspondences relating to or in reference to this RFP, and all reports, charts, displays and other documentation submitted by the vendor shall become the property of The Village of Northfield when received. The Village reserves the right to use the material or any ideas submitted in the RFP.

Vendor Demonstrations

Select vendors will be requested, at no cost to The Village of Northfield, to demonstrate the proposed software and hardware systems at a mutually agreeable date and site.

CRIMINAL CODE CERTIFICATION
AS REQUIRED BY:
STATE OF ILLINOIS CRIMINAL CODE OF 2012
720 ILCS 5/33E-11

I, _____the individual whose signature appears below on this proposal/contract for Telecommunications System Selection hereby certify that the proposing party/contracting party is not barred from bidding on the contract as a result of a violation of either Section 33E-3 or Section 33E-4 of Ch. 720, Article 5, 2002, Ill. Compiled Stat, as amended.

Proposer:

Signed: _____

Title: _____

Dated: _____

REQUIRED CERTIFICATION - COMPLETED CERTIFICATION MUST BE SUBMITTED WITH PROPOSAL

EQUAL EMPLOYMENT OPPORTUNITY

Section I. This EQUAL EMPLOYMENT OPPORTUNITY CLAUSE is required by the Illinois Human Rights Act and the Rules and Regulations of the Illinois Department of Human Rights published at 44 Illinois Administrative Code Section 750, *et seq.*

Section II. In the event of the Contractor's noncompliance with any provision of this Equal Employment Opportunity Clause, the Illinois Human Rights Act, or the Rules and Regulations of the Department of Human Rights (hereinafter referred to as the Department) the Contractor may be declared ineligible for future contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations, and this Contract may be canceled or voided in whole or in part, and other sanctions or penalties may be imposed or remedies involved as provided by statute or regulation.

During the performance of this Agreement, the Contractor agrees:

A. That it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, national origin or ancestry, citizenship status, age, physical or mental disability unrelated to ability, military status or an unfavorable discharge from military service; and further that it will examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such underutilization.

B. That, if it hires additional employees in order to perform this Contract, or any portion hereof, it will determine the availability (in accordance with the Department's Rules and Regulations) of minorities and women in the area(s) from which it may reasonably recruit and it will hire for each job classification for which employees are hired in such a way that minorities and women are not underutilized.

C. That, in all solicitations or advertisements for employees placed by it or on its behalf, it will state that all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, sexual orientation, marital status, national origin or ancestry, citizenship status, age, or physical or mental handicap unrelated to ability, military status or an unfavorable discharge from military service.

D. That it will send to each labor organization or representative of workers with which it has or is bound by a collective bargaining or other agreement or understanding, a notice advising such labor organization or representative of the Vendor's obligations under the Illinois Human Rights Act and Department's Rules and Regulations. If any labor organization or representative fails or refuses to cooperate with the Contractor in its efforts to comply with the Act and Rules and Regulations, the Contractor will promptly notify the Department and the contracting agency and will recruit employees from other sources when necessary to fulfill its obligations under the Contract.

E. That it will submit reports as required by the Department's Rules and Regulations, furnish all relevant information as may from time to time be requested by the Department or the contracting agency, and in all respects comply with the Illinois Human Rights Act and Department's Rules and Regulations.

F. That it will permit access to all relevant books, records, accounts and work sites by personnel of the contracting agency and Department for purposes of investigation to ascertain compliance with the Illinois Human Rights Act and Department's Rules and Regulations.

G. That it will include verbatim or by reference the provisions of this Equal Employment Opportunity Clause in every subcontract it awards under which any portion of this Contract obligations are undertaken or assumed, so that such provisions will be binding upon such subcontractor. In the same manner as the other provisions of this Agreement, the Contractor will

be liable for compliance with applicable provisions of this clause by such subcontractors; and further it will promptly notify the contracting agency and the Department in the event any subcontractor fails or refuses to comply therewith. In addition, the Contractor will not utilize any subcontractor declared by the Illinois Human Rights Department to be ineligible for contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations.

ACKNOWLEDGED AND AGREED TO:

BY: _____

ATTEST: _____

DATE: _____

REQUIRED CERTIFICATION - COMPLETED CERTIFICATION MUST BE SUBMITTED WITH PROPOSAL

SEXUAL HARASSMENT POLICY

_____, having submitted a proposal for Telecommunications System
(Name of Contractor)

Selection to the Village, hereby certifies that said contractor has a written sexual harassment policy in place in full compliance with 775 ILCS 5/2-105 (A) (4).

By: _____
Authorized Agent of Contractor/Proposer

Subscribed and sworn to before
me this _____ day of _____, 2015.

_____
Notary Public

Attest: _____

REQUIRED CERTIFICATION - COMPLETED CERTIFICATION MUST BE SUBMITTED WITH PROPOSAL

TAX CERTIFICATION

I, _____("Contractor"), having been first duly sworn depose and state as follows:

I, _____, am the duly authorized agent for Contractor, which has submitted a proposal to the Village for Telecommunications System Selection and I hereby certify that Contractor is not delinquent in the payment of any tax administered by the Illinois Department of Revenue, or if it is:

a. it is contesting its liability for the tax or the amount of tax in accordance with procedures established by the appropriate Revenue Act; or

b. it has entered into an agreement with the Department of Revenue for payment of all taxes due and is currently in compliance with that agreement.

By: _____

Title: _____

Subscribed and Sworn to
Before me this _____
Day of _____, 201___

REQUIRED CERTIFICATION - COMPLETED CERTIFICATION MUST BE SUBMITTED WITH PROPOSAL

SUBSTANCE ABUSE PREVENTION ON PUBLIC WORKS PROJECTS

The Contractor certifies that it has in place a written program that meets or exceeds the program requirements of the Substance Abuse Prevention on Public Works Projects Act (Public Act 95-0635), and will provide a copy thereof to the Village prior to commencement of work on the Project.

_____
Firm Name

By: _____
Name/Title

REQUIRED CERTIFICATION - COMPLETED CERTIFICATION MUST BE SUBMITTED WITH PROPOSAL